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ABSTRACT

Interlibrary loan patterns in the Central New York area are defined and discussed in this report prepared for the Central New York Reference and Resources Council by the Information Services Laboratory of Syracuse University Research Corporation. Statistics and background data are given providing a composite picture of special, academic and public library information flow in the counties of Herkimer, Madison, Oneida, and Onondaga. The report attempts to identify and isolate major factors of an interlibrary loan nature. Problem areas of Council concern are outlined with recommendations for improved services. With this information as a base, policy and developmental planning can be formulated by the various committees representing the Trustees of the Central New York Reference and Resources Council. (LI 002 577 presents a study of interloan activities in Central New York for March and April, 1969.) (Author)

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INFORMATION SERVICES
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(4) CENTRAL NEW YORK REFERENCE AND RESOURCES COUNCIL, Canastota,

(1)

(2) # INTERLIBRARY LOAN EVALUATION AND STUDY OF THE CENTRAL NEW YORK 3R's REGION

ERIC/CLIS
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INFORMATION SERVICES LABORATORY
SYRACUSE UNIVERSITY RESEARCH CORPORATION, N.Y.
27 Midtown Plaza
Syracuse, New York 13210

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Report - TSRL 68-6

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COLGATE UNIVERSITY LIBRARY
HAMILTON, NEW YORK
13346

August 19, 1968

Mrs. Alice Griffith, Chairman
Central New York Reference and Resources Council
Mohawk Valley Community College Library
1101 Sherman Drive
Utica, New York 13501

Dear Mrs. Griffith:

On behalf of the Interlibrary Loan Committee, I am pleased to forward this report "Interlibrary Loan Evaluation and Study of the Central New York 3R's Region".

The Committee agrees with the recommendations herein as a basis for long-term policy direction although there are as usual some individual preferences as to weighting and emphasis.

The report raises some fundamental questions which we believe call for a broader scope investigation of all those interlibrary cooperative and service transactions that never become part of the record. Everyone agrees there are many such but no one is able to indicate their precise nature, volume and importance to Reference and Resource activities.

It is our expectation that, in this and in other ways, the report will be found to have considerable guidance and suggestive value in the Council's development of projects and policy for the future.

Sincerely,

Bruce M. Brown

Bruce M. Brown, Chairman
Interlibrary Loan Committee

BMB/ss

ABSTRACT

Interlibrary loan patterns in the Central New York area are defined and discussed in this report prepared for the Central New York Reference and Resources Council by the Information Services Laboratory of Syracuse University Research Corporation.

Statistics and background data are given providing a composite picture of special, academic and public library information flow in the counties of Herkimer, Madison, Oneida, and Onondaga. The report attempts to identify and isolate major factors of an interlibrary loan nature. Problem areas of Council concern are outlined with recommendations for improved services. With this information as a base, policy and developmental planning can be formulated by the various committees representing the Trustees of the Central New York Reference and Resources Council.

PREFACE

It is difficult to understand the patterns of interlibrary "loan" in the Central New York Region without some attempt to rationalize the complexities which greet any preliminary view. The term "loan", for example, may in itself be a misnomer, since many of the transfers which are dealt with under the term "interlibrary loan" are actually one-way transactions, that is, movements of (and even payment for) materials which have been reproduced in some fashion and are not expected to be returned. Research and reference material transferred via interlibrary transactions will increasingly be in a reproduced form and non-returnable. Development of accurate terminology is thus more important than ever in dealing with the many complexities inherent in developing new library systems and cooperative arrangements.

I

The present "flow" of interlibrary loan transactions has definite historical reasons for what seem to be very complex twists and turns and long roundabouts. They are the product of many years of relatively independent, autonomous activity, in which each new resource and each fragmentation thereof sought to solve its own

4

problems and survive according to its strengths and weaknesses. Accordingly, the philosophy and knowledge of its managers and sponsors and what they conceived to be the needs of the library's users were the dominant criteria. To a candid management evaluation, the most impressive characteristic of the library pattern in the Central New York region is the story it tells of the variability and ingenuity with which librarians have struggled to meet the needs of their various publics, to improve their resources and to survive as vital information sources while attempting to maintain a maximum of independence from centralized control. In most of the libraries and service units visited ranging from the local rotating collections of children's books to the streamlined, automated medical library and the massive, urban, somewhat inaccessible, slightly obsolete, austerely budgeted, downtown temple of culture, autonomy of management and independence of spirit were the binding institutional characteristics.

II

In contrast, interlibrary loan and formalized interlibrary cooperation in general appear to be a fairly recent confession of interdependence. Cooperative agreements are conducted with high protocol as between political sovereignties, as they are in a sense, even though relatively in their infancy. The consequences of democratic development in library management may be as difficult to surmount in their own way as those in any political entity. An analyst frequently has the feeling that he is watching the guardians of secret values at work, and that the terms, "information transfer," "resources," "transaction" are really inadequate to describe the rituals and hidden relationships.

III

Perhaps it is this conflict between the traditional, personal liberty values of the library, its devious and defiant respect for what is old, for established ways that work - most efficient or not - that makes any institution or existing arrangement slow to accept machine-aided management streamlining. Perhaps one who does not understand the difference between reading an old

newspaper from the basement files and reading the same material through a microfilm viewer does not really understand a very large share of what is significant about libraries and will never understand their historic values.

IV

All of which leads us to a very important consideration for those who hope to change, reorganize or cooperate for the better. It is this. How can new devices and arrangements be encapsuled into the system of values which have kept libraries viable? How can the computer-aided system, which has burst into the library like an obnoxious and noisy "hippy," be kept in its place, encouraged to provide what it has to offer, yet made to understand that it will never be able to require that the reference librarian be an electronic technician. A fine library is much like a fine restaurant. Its product requires artful administration, preparation, and presentation. "Information" without proper consideration of how it is served up is like eating at the doubtful local diner. The food may be fresh, the service may be fast, the price low, but who wants it?

V

We have tried in this evaluation and study of interlibrary loan matters to be aware of some of these factors as they affect what the Council is trying to do. We have gathered the facts, sifted them for meaning and asked what kind of recommendations or system would preserve most of the values that dignify libraries and allow more "information" to be elevated to the status of "knowledge."

ACKNOWLEDGEMENTS

Our thanks are given to the Interlibrary Loan Committee for their assistance in outlining the scope of this evaluation and their comments and counsel. The preparation of the report represents the cooperation of many librarians, who freely gave us time for interviews and access to their records and library administrators who gave us guidance in the direction of our problem-solving.

The Interlibrary Loan Committee and their affilliation are:

Mr. Bruce M. Brown, Chairman
Colgate University
Mr. Alfred C. Hasemeier
Mid-York Library System
Mr. Terence J. Hoverter
SUNY College of Forestry
Dr. Taisto John Niemi
Le Moyne College
Mr. S. David Thurman
New York State Supreme Court
5th Judicial District

The evaluation and study team was made up of the following Syracuse University Research Corporation, Information Services Laboratory staff:

Robert Levesque, Director
Robert Easter, Project Leader
Mary Quint, Researcher (until 4/15/68)
Susan Stob, Reports Coordinator and Editor

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INTRODUCTION

The purpose of this study is to provide an overview of interlibrary loan activities in the four central New York Counties of Onondaga, Oneida, Madison and Herkimer. Its further purpose is to provide new information and new data relationships that can be useful for policy and planning operations properly within the scope and purview of the Central New York Reference and Resources Council.

Generally, interlibrary loan activities within the Central New York region are orbital in nature. One of the major problems faced by the Council is that various libraries, library systems and special interlibrary arrangements tend to operate independently in their exclusive orb and the various orbits rarely relate. They tend to remain unknown one to another, and appreciation of what is happening in other orbits is likely to stem only from personal relationships enhanced in part by professional meetings and discipline-based organizations. As a consequence, the most striking overall characteristic of interlibrary loan activities is the degree of management autonomy practiced by individual libraries. Historically, libraries are the products and the work of individual

librarians and library managers responding to situations which are highly local in nature, and such inter-system relationships as exist are usually established through "agreements" which are like inter-governmental agreements in their essence. Present library system habits, nomenclature and characteristics result from this independent development which, at first glance, appear to be inconsistent. The term "interlibrary loan" itself, for example, appears as a misnomer since the request for a "loan" is frequently satisfied by some form of non-returnable photocopy.

The system and hierarchical concepts which have formed over the years are also based upon varying attitudes towards users. The technical industrial research library, for example, is impatient of delay because its responsibility to users is clear-cut and identifiable, pressures for fast and accurate service come from those who are close to top management and the purse-strings, and industrial research libraries are therefore prone to have high degree of certainty in their identification of limited and highly specialized user market needs that result in interlibrary transactions. Generally they are ready to invest time and money to

achieve the service their users demand. They are highly impatient of slowness and the uncertainty in large libraries whose holdings are "not in good shape." They look for relationships with the "single best source" which can give them rapid service, even though what they want actually may be in their immediate area but not accessible because of "service" functions which rightly or wrongly are not felt to be dependable. Hence, many operations take place outside the public channels (although they are available for use).

The "public" library, however, gets its financial support normally from public sources, and its activity level is related to the size of the general population it serves. Accordingly the public librarian must be and is free to set limits and exercise discrimination in the books he will buy and in the kind and degree of information service he will give the individual user. With a broad, somewhat indeterminable user market, the public library receives more vague and uncertain requests and may eliminate such things as "ephemeral" fiction from its service in general and particularly from interlibrary loan channels. The public librarian thus exercises a critical function, and occasionally

must refuse to perform certain services, a responsibility which an industrial research librarian would rarely assume. On the other hand, the academic library appears to be solving such problems through a hierarchy of priorities - giving first rate service to its faculty, but limiting its services to students and more so to the general public.

The empathy created by interest in the same subject fields also tends to hamper the abstractions necessary for formalizing cooperation between systems. Subject matter empathy creates subject matter habits and boundaries which are not easy to transcend when the point at issue is the advisability or lack of advisability of such things as centralized processing or computer-aided processing. And thus the question of centralized operations is a prime problem about which library system managers seem to have difficulty in making up their minds. There appears to be a general recognition that it is the trend, but there is also a general reluctance to study the role of automation and determine what each library system or library should do to anticipate or adapt to the inevitable.

Which way is interlibrary loan going? The urban library, with the long-standing massive holdings and its valuable rare collections is actually growing more inaccessible than ever, and this in the face of so many competing sources of information. The struggle and cost of downtown automobile parking makes resources harder to get than was the case in "horse and buggy" days. Neighborhood branch libraries tend to arrest this trend, but their collections and on-the-spot knowledge of larger collections is likely to be inadequate. They can institute an interlibrary loan request, but other collection browsing is impossible, and delays are inevitable, which suggests that new ways should be sought to surmount the growing wall of inconvenience which blocks much access to library resources. Interlibrary loan may well be only a first step mechanism toward informed and focused services. It is against such an environmental background as this that our report was prepared. Because the inter-orbital relationship has had the least exploitation in the past and is, in a sense, the "unnatural" relationship which must be examined if full future use is to be made of modern communication facilities, we have tried to give it as much attention as our mission would allow.

I. REGIONAL BACKGROUND AND CALIBRATION

A. Economic Overview

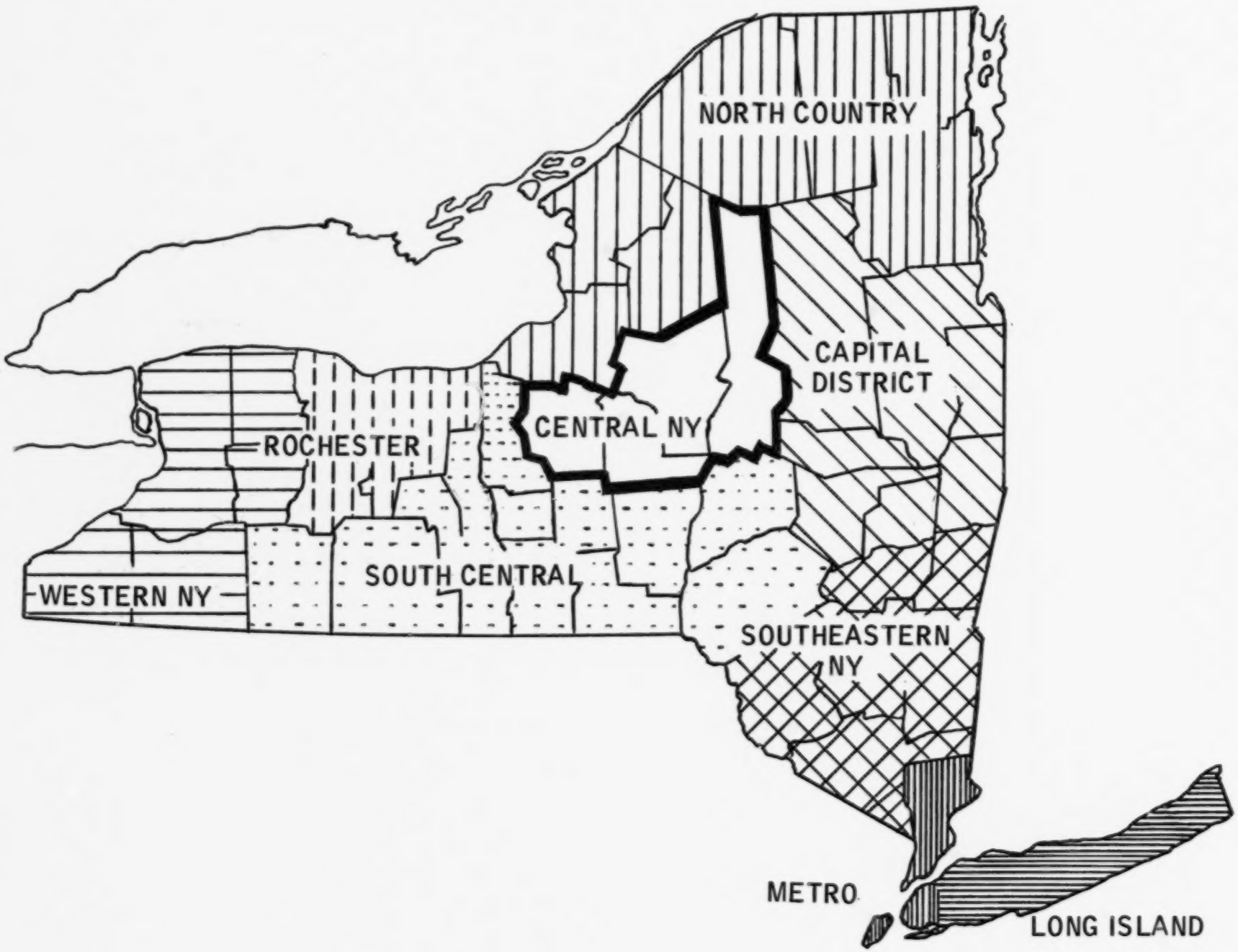
The geographic region of this evaluation is the Central New York Reference and Resources Council's territory, the counties of Onondaga, Oneida, Madison, and Herkimer. These counties are outlined in Figure I - Map of New York State Reference and Research Library Systems. Within this four county region are the major cities of Syracuse, Utica, Rome and Oneida. Throughout the region there are urban populations surrounding central cities with extensive areas of sparse population beyond. Reporting on library matters in this four county region requires that the diversity of population and the variety of economic base be recognized, for these factors determine the library user population, their interests, the quantity and quality of service they require.

The Central New York economic region consists of two major metropolitan areas: The Utica-Rome Standard Metropolitan Statistical Area (SMSA), consisting of Herkimer and Oneida counties and the Syracuse Metropolitan Area of Madison, Onondaga, and Oswego counties.

The Utica-Rome Metropolitan area ranks sixth among the seven major metropolitan areas of New York State as recognized by the Department

FIGURE 1

MAP OF REFERENCE AND RESEARCH LIBRARY SYSTEMS



of Commerce. This ranking is based upon both population and employment. A very diverse economic picture is presented in this area. East of the City of Utica, there has been a continued population decline resulting from the communities continued inability to meet new economic demands. The cotton, woolen and knitting mills are no longer strong enough to hold workers to these communities. Other industries have not been attracted to this area, due in part to adverse geographical characteristics. To the west though, Utica and Rome have been able to adjust to new economic trends and have developed new economic interests. Great dependence has been placed on key employers such as the Griffiss Air Force Base outside of Rome, New York, and the electronics industry in Utica and its suburbs. The change of the industrial structure from non durable, low-value-added goods to durable, high-value-added goods has been most beneficial. The electronics industry, one of the most dynamic, has become very important.

Looking at the Utica-Rome Metropolitan area as a whole, manufacturing has become relatively diversified. The three leading industries accounting for over one half of the factory employment in the area

are non-electrical and electrical machinery and primary metals. When looking at state population estimates for 1967, the Utica-Rome Metropolitan area has experienced an overall population growth increase of 5.6 per cent from the 1960 figures. This metropolitan area is the least densely populated of the state metropolitan areas, with the area of greatest population concentration found in the southwestern urban centers of Utica and Rome. Using 1965 New York State statistics, this area accounts for 1 per cent of all employment in the State. The comparable share of manufacturing employment is 2 per cent.

The Syracuse Metropolitan area including Madison, Onondaga and Oswego counties has approximately twice the total population count of the Utica-Rome Metropolitan area. The population represents an increase of 10.5 per cent for 1967, based on 1960 population figures. On a statewide basis the Syracuse Metropolitan area ranks fifth in population and fourth in manufacturing employment. Electrical machinery is the leading industry of this area, employing almost twice as many as the second-ranking group of non-electrical machinery and over one quarter of all manufacturing work in the area. Considering total

employment in the state, the Syracuse area provides jobs for nearly 3 per cent of the total work force and 4 per cent of all those in manufacturing.

The City of Syracuse is the urban center of this metropolitan area. As a result of its strategic location, both within Onondaga County and Central New York, Syracuse is the hub for transportation and distribution for the region and the central portion of the State in general. Major railways, waterways, highways and airlines which serve the area have greatly influenced its development as a prime industrial, services and financial center. This is a position once held by Utica, but with substantial growth and development, Syracuse has become the recognized center of Upstate New York, and is the fastest growing urban system in New York State. Predictions are that the Syracuse Urban System will catch up to and pass the Rochester and Albany urban systems in size.

These are the basic economic characteristics of the four-county area evaluated for this study. The two distinct metropolitan areas determine the major division of the region, rather than following county lines. This is a division that is influential

in ways other than just economic and population distribution. Cooperating organizations such as the Central New York Reference and Resources Council are working to the betterment of all concerned.

B. Key Libraries and Systems

In a general overview of the library situation in Central New York, the presence of certain key libraries soon becomes evident. Determination of these key libraries depends upon a variety of factors: User population, service orientation, financial support, and geographical location are but a few.

The public libraries in the Central New York region are organized into two systems. The Mid-York Library System, serving as headquarters for all the public libraries in Oneida, Madison, and Herkimer Counties, while the Onondaga Library System serves the public libraries in Onondaga County. Each has a major city library at its hub; in the Mid-York System, it is the Utica Public Library, and in the Onondaga System, the Syracuse Public Library. These two library systems are similar organizationally, but they serve entirely different kinds of libraries and user populations.

Many of the public libraries in the Mid-York System are located mainly in rural areas and great dependence is placed on the system headquarters to supplement limited collections - hence the high degree of interlibrary loan activity. In contrast, the Onondaga Library System serves many urban or large suburban libraries that are not as dependent on system headquarters. Because of geography, direct contact with advanced collections is available to many library users in Onondaga County. Thus there is a difference in the functional responsibilities of two public library systems.

Libraries of higher education are dispersed throughout the four-county region with the Syracuse area having the heaviest concentration. The more than twenty Syracuse University Libraries dominate the scene as one of the key information resources for the entire central New York area. The State University of New York Medical School Library at the Upstate Medical Center has been a pioneer in the field of computerized information transfer. It serves medical schools and hospitals throughout the entire United States. The SUNY College of Forestry Library has a world-wide clientele.

A wide variety of specialized libraries operate in the Central New York region. Included are the research libraries of Bristol Laboratories, Carrier Corporation, and General Electric. The Rome Air Development Center Library at the Griffiss Air Force Base in Rome, New York, and the Special Metals Corporation Library in New Hartford, New York, have strong electronics and vacuum metallurgy collections. Unique regionally-oriented libraries include the (Erie) Canal Museum Library, Oneida Historical Society Library, and the Munson-Williams-Proctor Institute Library.

II. CENTRAL NEW YORK INTERLIBRARY TRANSACTIONS

Our sample of libraries in the region is very large, encompassing libraries with holdings of approximately 3,500,000 items of what is estimated to be a total of 4,000,000 in the region. Table I - Major Central New York Libraries involved in the Evaluation indicates the degree to which these libraries were involved in the evaluation.

As described earlier, we have used the term "interlibrary transaction" to comprehend all forms of what are referred to frequently as interlibrary loans, many of which are not loans, but transfers of "reproduced" material, sometimes for a fee, sometimes at no cost, only rarely returnable. This practice appears to be growing in the field of research and reference materials, a matter of special interest to the purposes of the report.

Because some libraries have no interlibrary transactions and a substantial number have insufficient volume to make record-keeping worthwhile, estimates have played a part in our data where this problem existed, estimates made by the management of libraries where interviews took place. Because there was such a wide range in interlibrary loan volume, we have used percentages to

TABLE 1

MAJOR CENTRAL NEW YORK LIBRARIES

INVOLVED IN THE EVALUATION

		EVALUATION METHODS	
		1	2
PUBLIC	Mid-York Library System	x	x
	Onondaga Library System	x	x
	Skaneateles Library Association	x	x
HIGHER EDUCATION	Cazenovia College	x	x
	Colgate University	x	x
	Hamilton College	x	x
	Herkimer County Community College		x
	Le Moyne College	x	x
	Maria Regina College	x	
	Mohawk Valley Community College	x	x
	Onondaga Community College		x
	SUNY at Morrisville		x
	SUNY College of Forestry	x	x
	SUNY Upstate Medical Center	x	x
	Syracuse University	x	x
	Utica College of Syracuse University	x	x
SPECIALIZED	AGWAY, Inc.		x
	Allied Chemical Corporation		x
	American Management Association	x	x
	Bristol Laboratories	x	x
	Canal Museum		x
	Carrier Corporation	x	x
	Central New York Academy of Medicine		x
	Community General Hospital		x
	Crouse-Irving Hospital		x
	General Electric, AED	x	x
	General Electric, Electronics Park		x
	General Electric, Special Info. Prods.		x
	Manufacturers Association of Syracuse		x
	Masonic Medical Research Laboratory		x
	Munson-Williams-Proctor Institute		x
	N.Y. Court of Appeals, Judicial Library		x
	N.Y. Supreme Court, 5th Judicial District		x
	Rome Air Development Center	x	x
	Syracuse University Research Corp.		x
	Utica Mutual Insurance Co.		x
	U.S. Veterans Admin. Hospital		x

1 - Personal interviews

2 - Statistical Reports

encourage an appreciation of present relationships in terms of projection values. We also found that libraries report on different bases, so that some reconciliation was necessary.

All in all, however, we believe that the data are sufficient to give the broad picture which we set out to accomplish.

A total view of the summary data shows that about 54 per cent of the total interlibrary loan transactions took place strictly within the four county region. These transactions are entitled Intra-Regional. Some 46 per cent of the total number of interlibrary loan transactions were accomplished outside the region. These are entitled Extra-Regional. These ratios are depicted diagramatically in Figure 2 - Central New York Interlibrary Transactions Activity, 1967. The cumulative statistics are shown in Table 2 - Central New York Interlibrary Transactions Activity Statistics, 1967.

It is not possible from the available data bases to determine whether and how much of the extra-regional transactions might reasonably have taken place inside the region, had facilities and resources been available. The non-existence of any kind of communications network which could rapidly search the region and its resources, the non-existence of a full inventory knowledge of the holdings in the region tend to prevent a full appreciation and use of local resources.

FIGURE 2

CENTRAL NEW YORK INTERLIBRARY TRANSACTIONS ACTIVITY, 1967

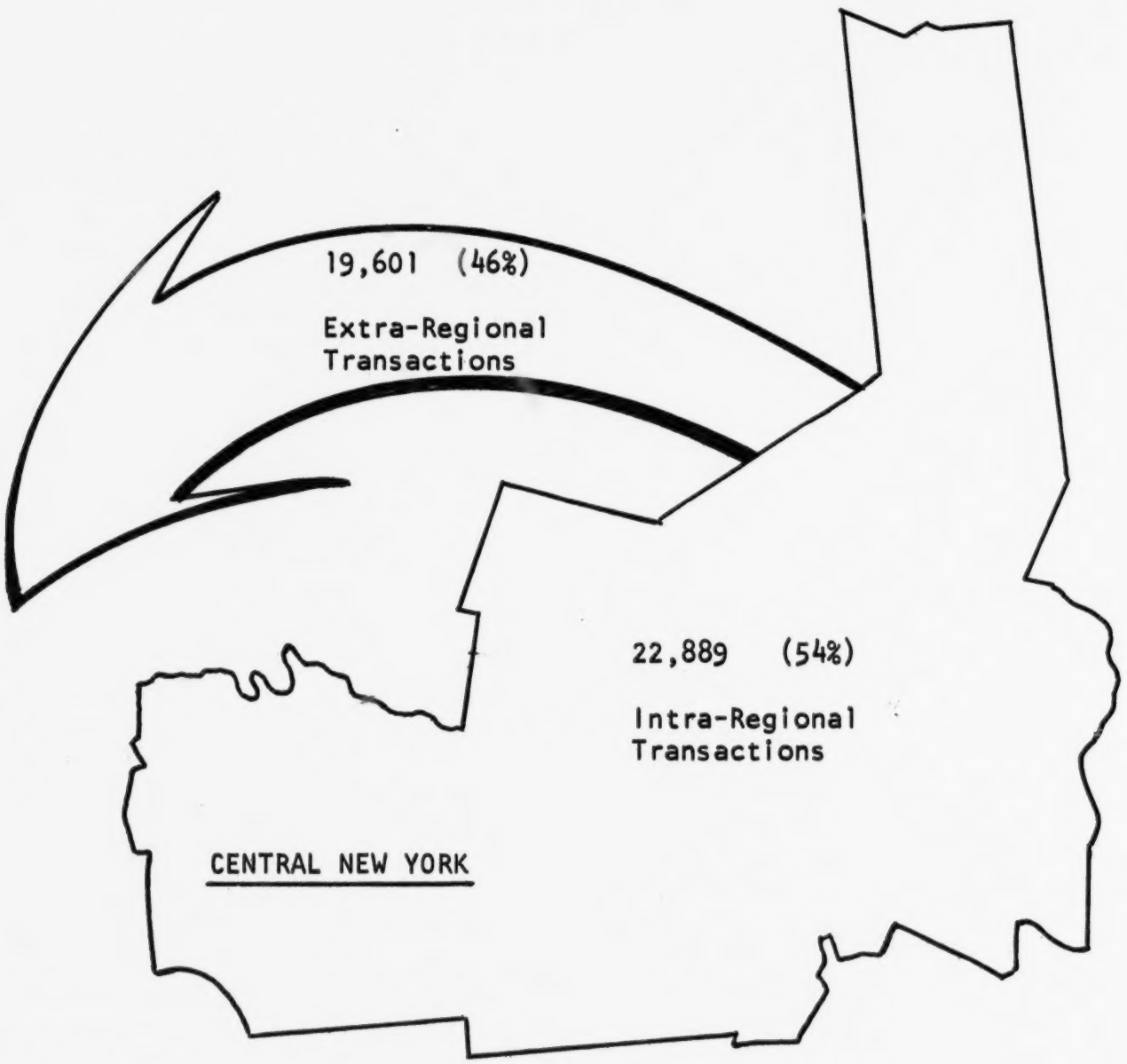


TABLE 2

CENTRAL NEW YORK INTERLIBRARY TRANSACTIONS ACTIVITY STATISTICS, 1967

	TOTAL NUMBER	PERCENTAGE
PUBLIC LIBRARIES		
Extra-Regional Transactions	4,259	20%
Intra-Regional Transactions	16,488	80%
HIGHER EDUCATION		
Extra-Regional Transactions	13,745	74%
Intra-Regional Transactions	5,057	26%
SPECIALIZED LIBRARIES		
Extra-Regional Transactions	1,597	54%
Intra-Regional Transactions	1,344	46%
TOTAL INTERLIBRARY TRANSACTIONS FOR CENTRAL NEW YORK		
Extra-Regional Transactions	19,601	46%
Intra-Regional Transactions	22,889	54%

N.B. Interlibrary transactions data for all libraries within the region were used for this statistical table.

Steps to improve this position, to develop knowledge of library resources within the area, to improve interlibrary copy exchange and to make library materials more accessible to scholars have already been accomplished by the Council. The Directory of Library Resources in Central New York, 1968, outlines area libraries and their holdings. The Central New York Union List of Serials, 1968, a first in regional publications, provides a complete serials listing.[1] It is hard to believe, however, that a significant percentage of these extra-regional transactions could not have been accomplished within the region were the mechanisms in place to encourage local self-sufficiency.

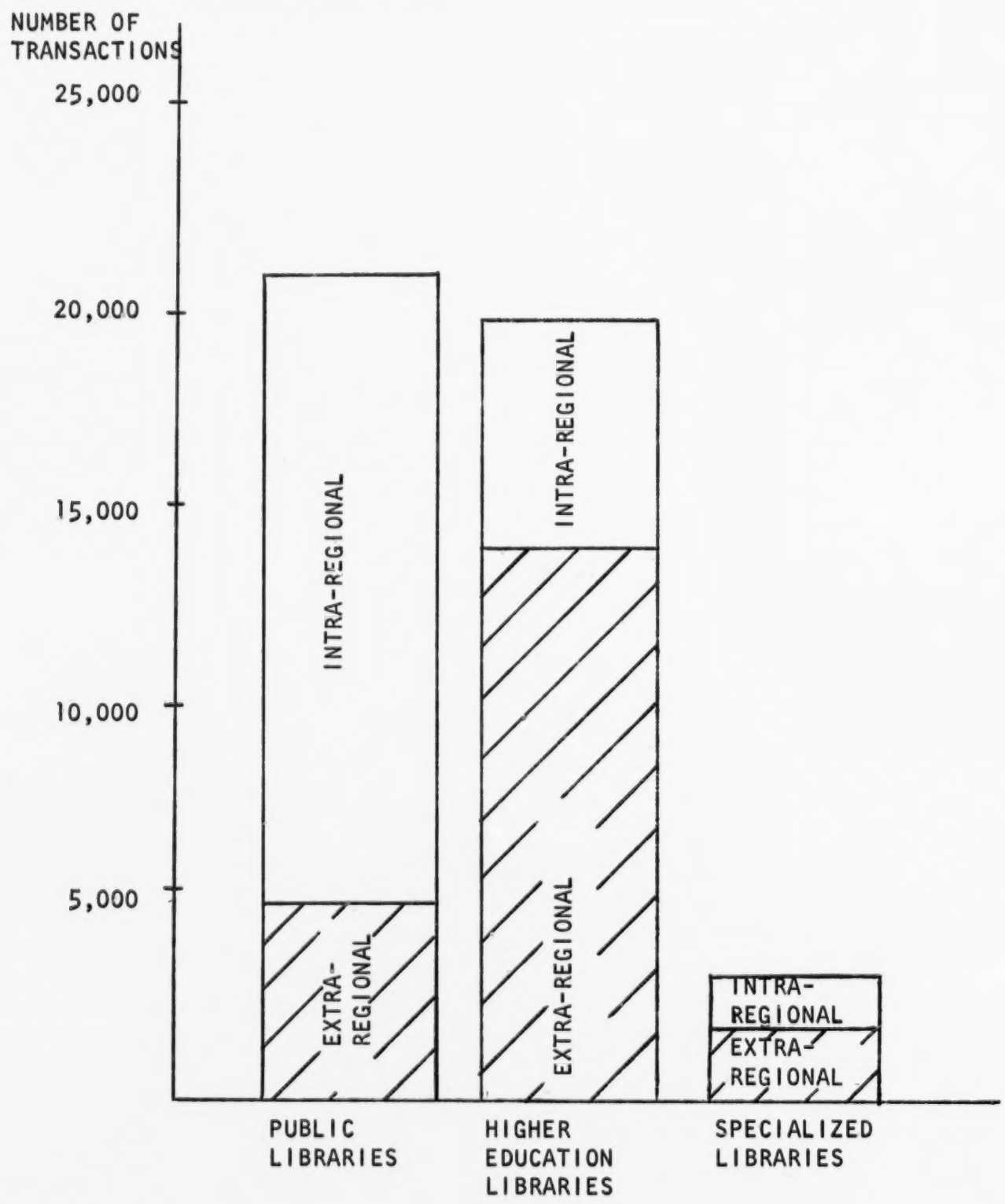
It is interesting to note the breakdown of the total interlibrary transactions for Central New York as presented in Figure 2. This breakdown is graphically presented for the three categories of libraries in Table 3 - Overall Distribution of Extra and Intra-Regional Interlibrary Loan Transactions, 1967. The public libraries have the greatest volume of interlibrary loan transactions, with the largest percentage (80 per cent) being completed

1 These publications are available from the Central New York 3R's Council for $3.50 and $15.00 respectively.

TABLE 3

OVERALL DISTRIBUTION OF EXTRA AND INTRA-REGIONAL

INTERLIBRARY LOAN TRANSACTIONS, 1967



within the region. In contrast the higher education libraries have the largest per cent of their transactions (74 per cent) being completed through sources outside the region. The volume of specialized library transactions is considerably less than is found in the other two categories, and appears to be more evenly divided between intra and extra-regional transactions.

Table 4 - Ratio of Interlibrary Loan Transactions to Total Volumes Held, 1967, depicts a measure of involvement in interlibrary loan activities. These ratios should not be interpreted, however, as indicators of library efficiency or similar quantitative measures, since the groupings and the individual libraries are often not functionally comparable.

TABLE 4

PERCENTAGE RATIO OF INTERLIBRARY LOAN TRANSACTIONS TO TOTAL VOLUMES HELD, 1967

PUBLIC LIBRARIES	TOTAL VOLUMES	TRANSACTIONS	PER CENT RATIO OF TRANS. TO VOLS.
MID-YORK LIBRARY SYSTEM	639,887	15,810	2.4%
ONONDAGA LIBRARY SYSTEM	588,248	4,947	0.84%

COLLEGE & UNIVERSITY LIBRARIES	TOTAL VOLUMES	TRANSACTIONS	PER CENT RATIO OF TRANS. TO VOLS.
SYRACUSE UNIVERSITY	1,271,581	11,656	.91%
HAMILTON COLLEGE	273,000	1,984	.73%
COLGATE UNIVERSITY	241,575	1,053	.43%
SUNY UPSTATE MEDICAL CENTER	84,222	2,777	3.29%
LE MOYNE COLLEGE	65,627	134	.20%
SUNY COLLEGE OF FORESTRY	60,106	448	.74%
UTICA COLLEGE OF SYRACUSE UNIVERSITY	59,775	258	.43%
SUNY COLLEGE AT MORRISVILLE	40,310	50	.12%
MOHAWK VALLEY COMMUNITY COLLEGE	31,961	112	.35%
ONONDAGA COMMUNITY COLLEGE	30,000	35	.11%
CAZENOVIA COLLEGE	20,077	120	.59%
HERKIMER COUNTY COMMUNITY COLLEGE	5,000	33	.66%

TABLE 4 cont'd

SPECIALIZED LIBRARIES	TOTAL VOLUMES	TRANSACTIONS	PER CENT RATIO OF TRANS. TO VOLS.
ROME AIR DEVELOPMENT CENTER RESEARCH LIBRARY	21,500	183	.85%
BRISTOL LABORATORIES LIBRARY	15,425	775]	5.01%
ALLIED CHEMICAL CORP. SYRACUSE RESEARCH LIBRARY	10,000	187	1.87%
GENERAL ELECTRIC ELECTRONICS PARK LIBRARY	6,100	106	1.73%
CARRIER CORPORATION LOGAN LEWIS LIBRARY	6,000	659	10.98%
GENERAL ELECTRIC AED LIBRARY	6,000	63	1.05%
AGWAY INC. LIBRARY	4,600	28	.61%
ONEIDA LTD. TECHNICAL LIBRARY	2,100	-	-
GENERAL ELECTRIC, SPECIAL INFORMATION PRODUCTS DEPT. ENGINEERING LIBRARY	2,800	25	.89%
CROUSE-HINDS COMPANY LIBRARY	1,592	37	2.32%
SPECIAL METALS CORPORATION LIBRARY	1,480	162	10.95%

III. PUBLIC LIBRARY SYSTEMS

A. General

Interlibrary loan activity becomes most meaningful when it is broken down by type of library. In this chapter, the Public Library Systems are discussed.

Public Library Systems in Central New York are the Mid-York Library System (Oneida, Herkimer, Madison Counties) and the Onondaga Library System. The Skaneateles Library Association, actually a single public library, operates independently. Because of their excellent statistics, 100 per cent of all the Public Libraries and 100 per cent of their interlibrary loan activity has been evaluated.

Some 80 per cent of the total public library interlibrary loan activity is intra-regional and for the most part, takes place within the respective system, and thus within the Council's Region. This significant per cent, depicted in Figure 3 - Central New York Public Libraries Interlibrary Activity - 1967, speaks well for Public Library System organization and their effectiveness. These per cents are depicted graphically in Figure 4 - Graphical Depiction of Interlibrary Transactions, Public Library Systems 1966/67 in an individual system breakdown.

FIGURE 3

CENTRAL NEW YORK INTERLIBRARY ACTIVITY - Public Libraries, 1967

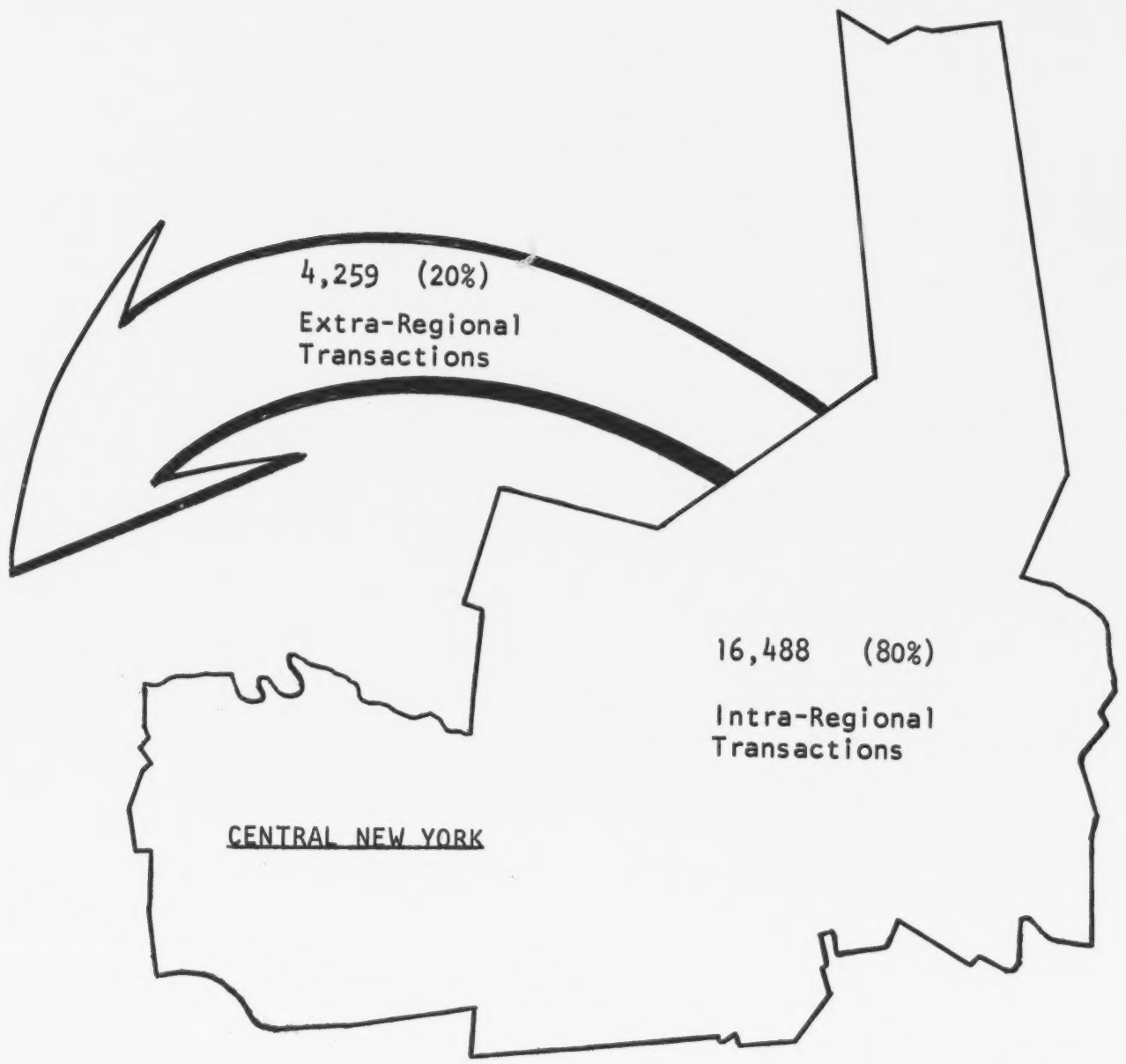
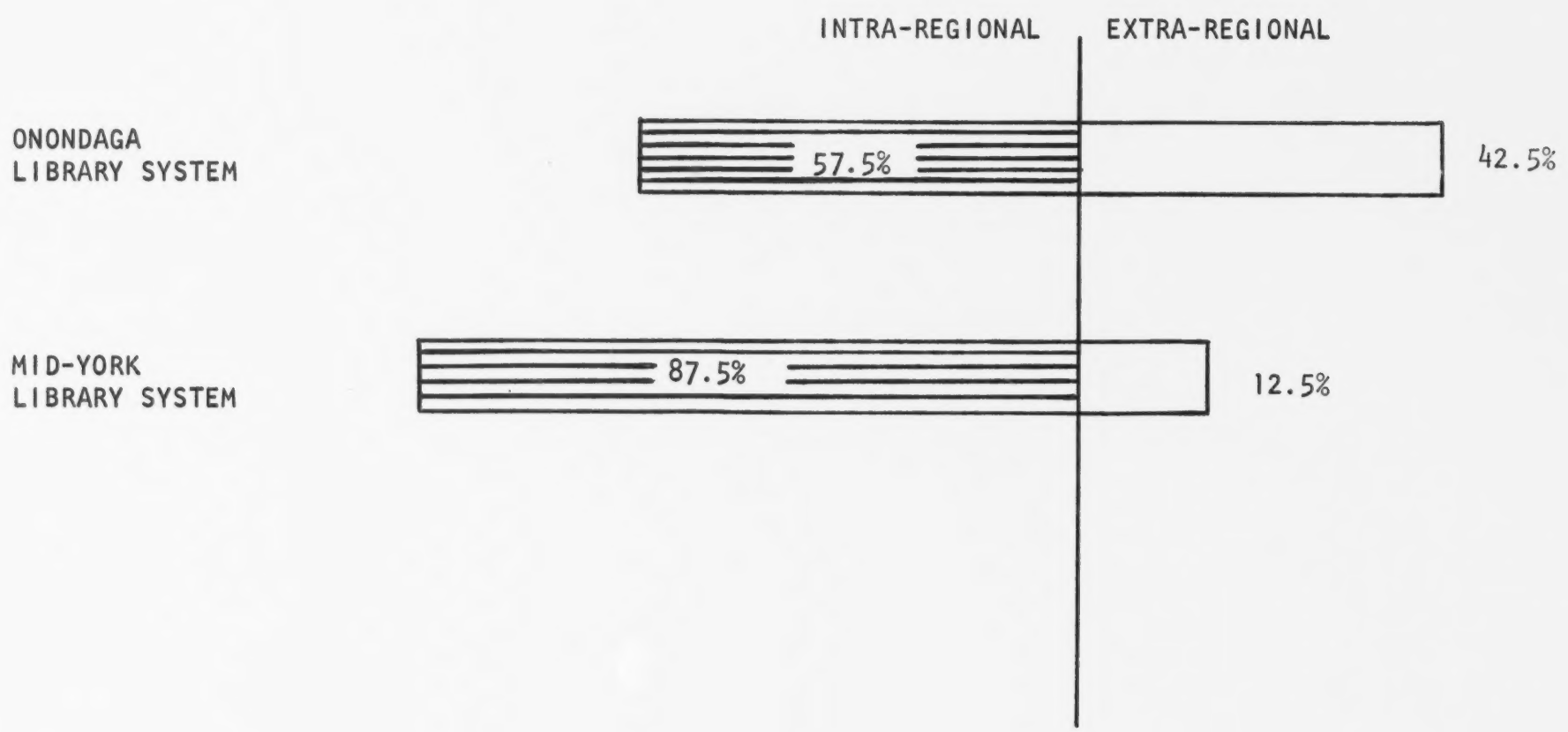


Figure 4 - GRAPHICAL DEPICTION OF INTERLIBRARY TRANSACTIONS, PUBLIC LIBRARY SYSTEMS 1966/67



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In the Onondaga Library System, 53.6 per cent of the interlibrary requests from member libraries were completed within the System itself, e.g., at the central library, Syracuse Public or at the System's headquarters. In the Mid-York System, 87.5 per cent of the member library requests were completed within the system through the central libraries - Utica Public Library and Jervis Library Association - the System Headquarters collection or the Central Book Aid. Table 5 presents the relative relationship of this activity for both systems. The data is presented in its complete form in Appendix IV A. - Interlibrary Loan Statistics Public Library Systems - Onondaga and Appendix IV B. - Interlibrary Loan Statistics - Public Library Systems - Mid-York.

With 80 per cent of the total public library interlibrary loan activity being completed within the region, the remaining 20 per cent of the activity is satisfied outside of the Central New York Region. This 20 per cent of the total regional interlibrary loan activity is channeled primarily through NYSILL network and occasionaly directly to other public library systems within the state.

TABLE 5

PUBLIC LIBRARY VOLUME OF INTERLIBRARY LOAN STATISTICS, 1967

SYSTEM	TOTAL VOLUMES IN REGION	TOTAL VOLUMES IN SYSTEM	TOTAL ILL BORROWING OF SYSTEM	BORROWED FROM:	NEW YORK STATE LIBRARY	SYSTEM CENTRAL LIBRARY	SYSTEM HEADQUARTERS COLLECTION	OTHER SOURCES (OUTSIDE SYSTEM)
MID-YORK LIBRARY SYSTEM	1,251,135	639,887	15,810	NUMBER	1,567	2,250	11,594	399
				PER CENT	10%	14%	73%	3%
ONONDAGA LIBRARY SYSTEM	1,251,135	588,248	4,937	NUMBER	583	2,644		1,710
				PER CENT	11.8%	53.6%		34.6%
SKANEATELES LIBRARY ASSOCIATION	1,251,135	23,000	25	NUMBER	-	-	-	-
				PER CENT	-	-	-	-

N.B. System Central Library function in the Mid-York Library System are accomplished by two central libraries, Utica Public Library and the Jervis Library Assocation, Rome, N.Y.

It is well to note that this type of a central organization has proven highly effective within the region. The very fact that the public systems do have a central operations office enhances the satisfactory completion of requests internal to the region. The obvious parallel is that while the Reference and Resources Council is an amalgam of interests, it too could use effective regional holdings knowledge and a means of determining item location, as is done so well in the two public systems. The difference between operational services and administrative matters should be carefully drawn. These are not the same, nor must they be accomplished at the same location. Of course, the type of requests received by the central public library systems must be considered an ameliorating factor. Many of the requests are for materials that central library or the headquarters collection are known to have readily available. In this respect the member library is dependent upon the system arrangement to supplement its own collection. This is especially true in the very small community libraries. The value of central regional holdings knowledge is apparent.

B. Onondaga Library System

The Onondaga County Library System Interlibrary loan flow pattern appears to be a fairly typical example of the familiar interlibrary loan development which occurs in an area already served by a large urban central library system long involved as the major area resource. It also reflects many special cooperative arrangements between county, city and governmental systems which have arisen from the need to deal with special problems and opportunities.

The System has developed in the middle of an urban-dominated sprawl area of rapid population growth and intensive and varied industrial and general economic development. Its proximity to Syracuse Public Library system and to growing educational demands at all levels has produced, here as elsewhere, a variety of "convenience" and spatial relationships, personal working agreements, and other environmental circumstances which make up a complex of management problems. Probably no system responds easily to standardization, nor does it produce a flow of interlibrary loan material easy to understand, except in its historical setting.

These factors are borne out in that the Onondaga System has developed some practices quite different from those of the Mid-York System.

C. Mid-York Library System

The Mid-York Library System is dispersed over three large counties which are much less intensively developed economically with a lesser population. Its higher education activities are recent additions for the most part to the social pattern of its area and it is without the large and expansive university, which plays such a large part in establishing some of the interlibrary loan requirement levels for the Onondaga area, or the existant urban systems. Most important of all, perhaps, it cannot indulge in around-the-corner referrals nearly so much as the Onondaga System, and thus eliminate much of what would ordinarily appear on the records as interlibrary loan. As a consequence of these and other circumstances, there is a necessity for building up staff and central holdings within the system itself. In the broad community served, the Mid-York system offers a quite different kind of complex with its own set of determinants, but, directly contrary to what one might expect at first glance, it is able to meet 87.5 per cent of its borrowing requirements within the region.

As a type, of course, the Public Library interlibrary loan systems vary from other library types in many ways. State funding and the necessity for inclusion in state systems generally create pressures for uniformity in reporting and for the adoption of standards and policies which must also tend to enforce reviews and ways of budgeting and thinking which inherently work toward a limiting of discretion as a practical matter and the autonomy which has been traditional in library practice. So that one finds the local organization or library becoming more alike as they adopt measures likely to qualify them for state assistance. They are constrained to follow approved policies, rather than solving their problems on a day-to-day convenience basis. In those areas in which the state does not offer support, acquisition, critical judgment about holdings, the supplying of fiction, the decisions about who shall be served with respect to reference materials, and other matters, autonomy is still the practice, except where uniformity comes from the staff activities of professional associations.

Library Systems also reflect adaptation to special conditions in their interlibrary loan practices. It is interesting to note that while 11.8 per cent of the total Onondaga Library System transactions are completed by the New York State Library, 34.6 per cent are completed outside of the State network through various other public library systems in the state. Experience has been that many of the advanced (and some routine) type Onondaga Library Interlibrary Loan Requests are not satisfied in the State Library collection. Many of the requests made by the Onondaga Library System just cannot be filled. When unsatisfied requests are referred via TWX to other public library systems in the state (Mid-York and Chautauqua have proven most helpful) the requests are most generally satisfied. The Onondaga System is not often required to go out of the state to fill its requests. It seems most likely that the very presence of Syracuse University has caused it to receive many of the more specialized research questions originating within the immediate Urban area.

Mid-York System, on the other hand, involves the New York State Library in only 9.9 per cent of their total requests and other sources outside of the State system in only 2.5 per cent of their transactions. These percentages reflect the unique character of the Mid-York System. Except in a few isolated instances, neither public system does any lending outside the Region.

IV. HIGHER EDUCATION

A. General

All the college and university libraries in Central New York were consulted for this evaluation. Assured was as complete a representation of ideas and statistics as possible in a realm where great specialized demands are placed on information resources.

Extra and intra-regional interlibrary loan activity is depicted in Figure 5 - Central New York Higher Education Interlibrary Activity, 1967. As illustrated, some 74 per cent of the higher education interlibrary loan transactions take place outside of the Central New York region. Approximately four-fifths of this extra-regional activity is the borrowing of material, rather than lending. The detailed figures to support these percentages are presented in Table 6 - Total Higher Education Interlibrary Transactions, 1967. The individual institution volume and percentages may not be as important as the patterns they indicate when consolidated.

FIGURE 5

CENTRAL NEW YORK INTERLIBRARY ACTIVITY - Higher Education, 1967

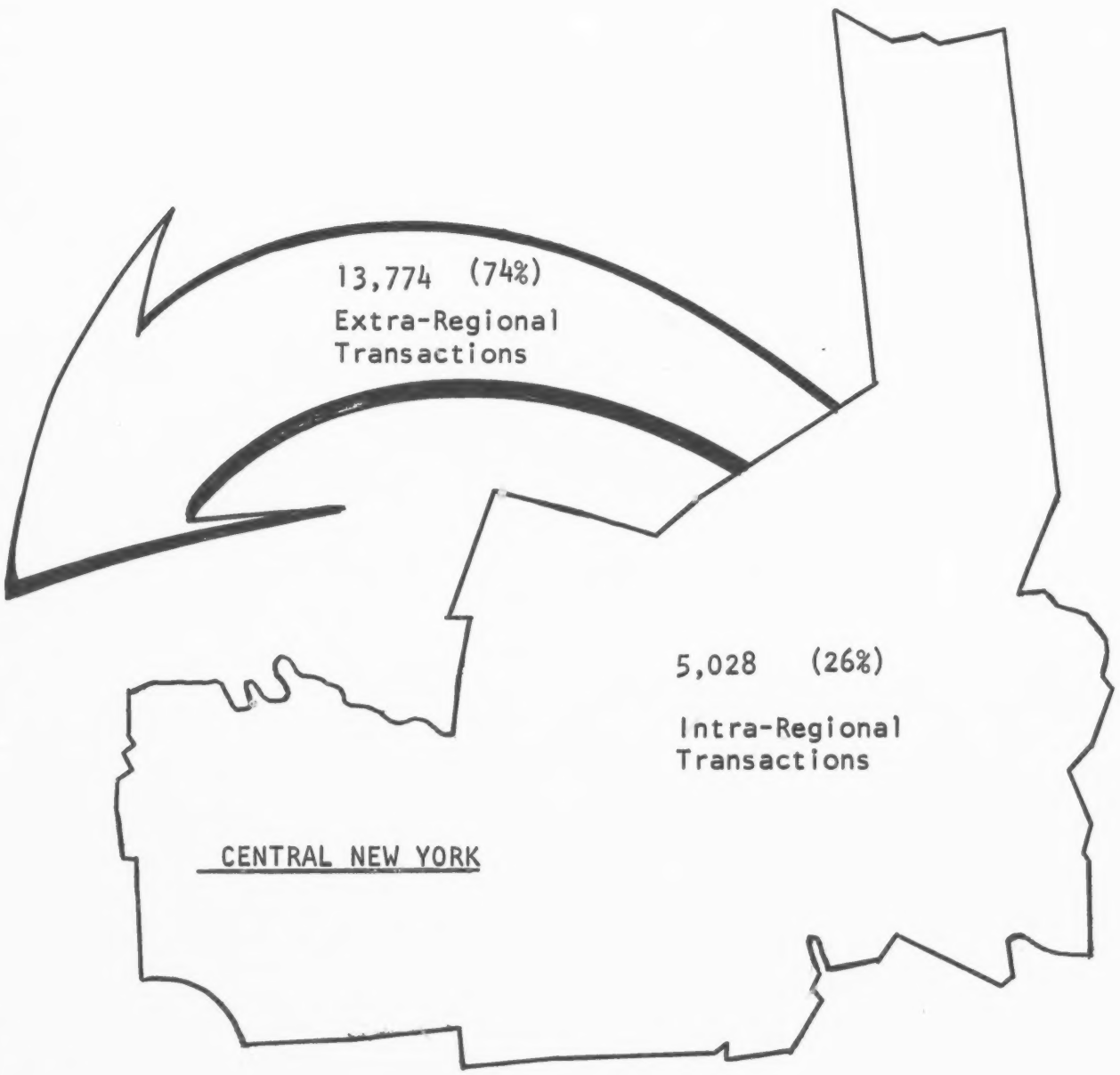

TABLE 6

TOTAL HIGHER EDUCATION INTERLIBRARY TRANSACTIONS, 1967

INSTITUTION	INTRA-REGIONAL		EXTRA-REGIONAL		TOTAL
Syracuse University	2,392	(21%)	9,264	(79%)	11,656
SUNY Upstate Medical Center	729	(26%)	2,190	(74%)	2,919
Hamilton College	685	(35%)	1,299	(65%)	1,984
Colgate University	848	(81%)	205	(19%)	1,053
SUNY College of Forestry	2	(-)	446	(100%)	448
Utica College of Syracuse University	189	(73%)	69	(27%)	258
Le Moyne College	29	(22%)	105	(78%)	134
Cazenovia College	30	(25%)	90	(75%)	120
Mohawk Valley Community College	83	(73%)	30	(27%)	112
SUNY College at Morrisville	8	(16%)	42	(84%)	50
Onondaga Community College	3	(9%)	32	(91%)	35
Herkimer Community College	31	(94%)	2	(6%)	33
Maria Regina College	-		-		-
TOTALS	5,028		13,774		18,802

Analysis of regional higher education interlibrary loan transactions is quite complex. Clearly, though, Syracuse University dominates the scene. Along with the State University of New York Upstate Medical Center Library, they are the leaders in the volume of transactions completed. Each appeals to a different user community.

B. Syracuse University

Syracuse University serves the general academic community with interlibrary loan. By special arrangements through their own school or company library, serious researchers may gain access to the Syracuse University collection. Included automatically are all the students of Syracuse area higher education institutions and Utica College[1] in Utica, New York. Student identification is all that is needed, a most generous policy. On a more formal basis, area institutions do borrow from Syracuse University, but this volume of activity includes only book loans which, of course, must be returned. A photocopy service is provided to a limited degree supplementing interlibrary loans. Book loans to the local industrial community comprise a considerable portion of the total Syracuse University regional interlibrary lending activity.[2]

[1]Utica College is a branch of Syracuse University. Recent events portend Utica College affiliation with SUNY, the State University of New York. Should such a transfer be accomplished, increased library resources will likely make Utica College an increasingly important source of reference materials.

[2]See Appendix V - Syracuse University Library Report on Loans to Regional Libraries (12/67 - 2/68).

Thus, for many area libraries, the Syracuse University collection is a primary supplementary source of information and materials, which places a heavy burden on the very limited interlibrary loan staff of the University.

Were these community service requests forwarded through a regional clearinghouse or bibliographic central specially organized and financed to promote Reference and Resource Council purposes, the volume of library services rendered by the University could be expected to increase. Inherent in this projection, however, is that by organization, by record keeping, by special messenger services, in short, by a separate group carrying the burden, procedures and operations could be made easier, rather than more complex for the Syracuse University libraries, and a wider range of community and Council regionally oriented services rendered.

All the Syracuse University interlibrary loan activity takes place through their one main interlibrary loan office, located in Carnegie Library, at the main collection. In 1966/67 this office processed 11,656 transactions, including loans to local industrial firms. Based on the University's figures, 95 per cent

of the total borrowing activity for the University took place outside of the region, and was not included in the State network. Based on statistics compiled for the Nelson Associates report on the New York State Interlibrary Loan network, Syracuse University reported that the NYSILL network had not proven successful for their operation. Service proved erratic, unreliable, and took too long. For these reasons, sources outside of the state and those libraries in New York State which are not part of the NYSILL network have and probably will continue to be relied upon.

A similar reaction to the NYSILL network was expressed by other college and university librarians. Regional resources and state resources are not being tapped to the greatest extent possible, because of what appears to be a tie-up in procedural red tape. Requests remain unanswered for weeks in some cases and adequate follow-up is not provided in most cases.

C. State University of New York Upstate Medical Center

The SUNY Upstate Medical Center Library functions in dual roles. It supports the medical school library needs, as well as being a reference center for the medical community in Central New York.

As headquarters of the SUNY Biomedical Communications Network, the resources of the SUNY medical centers at Buffalo, Stony Brook, Brooklyn, and the University of Rochester are, in effect, incorporated into the Syracuse medical center collection. This system provides the first "on-line, real-time" information retrieval system in the United States.[1] All interlibrary loan requests made to the Upstate Medical Center Library, which are unfilled, are automatically requested from the other SUNY medical centers that are a part of this communication network. This type of request referral insures greater satisfaction to the requestor, and it is interesting to note that this network operates wholly outside the NYSILL network.

D. Determinants of Interlibrary Loan Flow

The determinants of interlibrary flow in Central New York higher education circles is the product of many factors: Age of the library or the institution it serves, degree of specialization, level of funding, the type of organization of which it is a part, the population it serves, and many others. There are few intrinsic generalizations which can be made, but there are related observations.

[1] The system is expected to be fully operational and dedicated in the Fall of 1968.

Older schools which are also highly specialized, like the SUNY College of Forestry at Syracuse, or those which are a collection of special libraries, like Syracuse University itself, these do a large majority of their borrowing extra-regionally; but so do other newer and smaller schools like SUNY Agricultural and Technical College at Morrisville, Le Moyne College, Onondaga Community College, Cazenovia College, and the older, trenchant Hamilton College. Many students from SUNY at Morrisville go directly to Colgate University, and this type of activity is not reflected in regional borrowing.

The schools which borrow a majority of their materials inside the region are Herkimer Community College and Utica College, both of which are new, and Colgate[1] which is very old by comparison. [Utica College, till now an branch of Syracuse University, relies primarily on the Syracuse University libraries.]

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[1] Colgate's cultivation of regional resources and facilities open to it, especially its close working relations with Hamilton College, is an outstanding example of the extent to which interlibrary loan activities can be used to improve utilization of intra-regional facilities. Colgate, although organized as a university with a diversity of activities, has been able to accomplish more than 80 per cent of its interlibrary transactions within the region.

The same kind of availability is visible with respect to lending. Syracuse University and the College of Forestry do the vast majority of their lending outside the region. (See Table 7 - Interlibrary Transactions - Lending by Higher Education, 1967.) Hamilton College is the only other school in the area which reports doing any majority of its lending outside the region. Cazenovia College does no lending. (At least none was reported.) Neither does Herkimer Community College, Onondaga Community College, and Le Moyne College.

It would appear to be only natural that the larger institutions would go to other institutions of comparable size (or roughly equivalent in library capacity) or out of the state to meet their interlibrary loan needs. Institutions in the medium size range tend to form independent cooperative arrangements to supplement their collections. The smaller libraries depend on the resources of the larger area libraries to meet their needs

TABLE 7

INTERLIBRARY TRANSACTIONS - LENDING BY HIGHER EDUCATION, 1967

INSTITUTION	INTRA-REGIONAL		EXTRA-REGIONAL		TOTAL
Syracuse University	2,198	(28%)	5,575	(72%)	7,773
SUNY Upstate Medical Center	719	(38%)	1,163	(62%)	1,882
Hamilton College	298	(39%)	469	(61%)	767
Colgate University	535	(87%)	82	(13%)	617
SUNY College of Forestry	-		277	(100%)	277
Mohawk Valley Community College	52	(100%)	-		52
Utica College of Syracuse University	25	(100%)	-		25
Le Moyne College	6	(67%)	3	(33%)	9
Onondaga Community College	3	(100%)	-		3
Cazenovia College	-		-		-
Herkimer Community College	-		-		-
Maria Regina College	-		-		-
SUNY College at Morrisville	-		-		-
TOTALS	3,836		7,569		11,405

for interlibrary loans. (See Table 8 - Interlibrary Transactions - Borrowing By Higher Education, 1967). A more efficient approach would be an organized utilization of area resources, integrated with an effective and unified use of the NYSILL system. This type of organized approach could provide for the most effective satisfaction of regionally generated information needs.

Figures 6 and 7 graphically depict the percentage relationship of regional and extra-regional activity for both borrowing and lending transactions among area higher education institutions. Table 9 presents these percentages in a tabular form, with the inclusion of additional background data on the specific institutions.

Notable as a special arrangement among academic institutions is the 1967 agreement between the Five Associated University Libraries, negotiated to coordinate the long-range development of all members of the group. Syracuse University, Cornell University, the University of Rochester, and the State University of New York at Binghamton and Buffalo have joined together with the aim of combining (access to) their more than six million volume resources,

TABLE 8

INTERLIBRARY TRANSACTIONS - BORROWING BY HIGHER EDUCATION, 1967

INSTITUTION	INTRA-REGIONAL		EXTRA-REGIONAL		TOTAL
Syracuse University	194	(5%)	3,689	(95%)	3,883
SUNY Upstate Medical Medical Center	10	(1%)	1,027	(99%)	1,037
Hamilton College	387	(32%)	830	(68%)	1,217
Colgate University	313	(72%)	123	(28%)	436
SUNY College of Forestry	2	(1%)	169	(99%)	171
Utica College of Syracuse University	164	(71%)	69	(29%)	233
Le Moyne College	23	(18%)	102	(82%)	125
Cazenovia College	30	(25%)	90	(75%)	120
Mohawk Valley Community College	30	(50%)	30	(50%)	60
SUNY College at Morrisville	8	(16%)	42	(84%)	50
Onondaga Community College	-		32	(100%)	32
Herkimer Community College	31	(94%)	2	(6%)	33
Maria Regina College	-		-		-
TOTALS	1,192		6,205		7,397

FIGURE 6

GRAPHICAL DEPICTION OF INTERLIBRARY BORROWING BY HIGHER EDUCATION, 1966/67

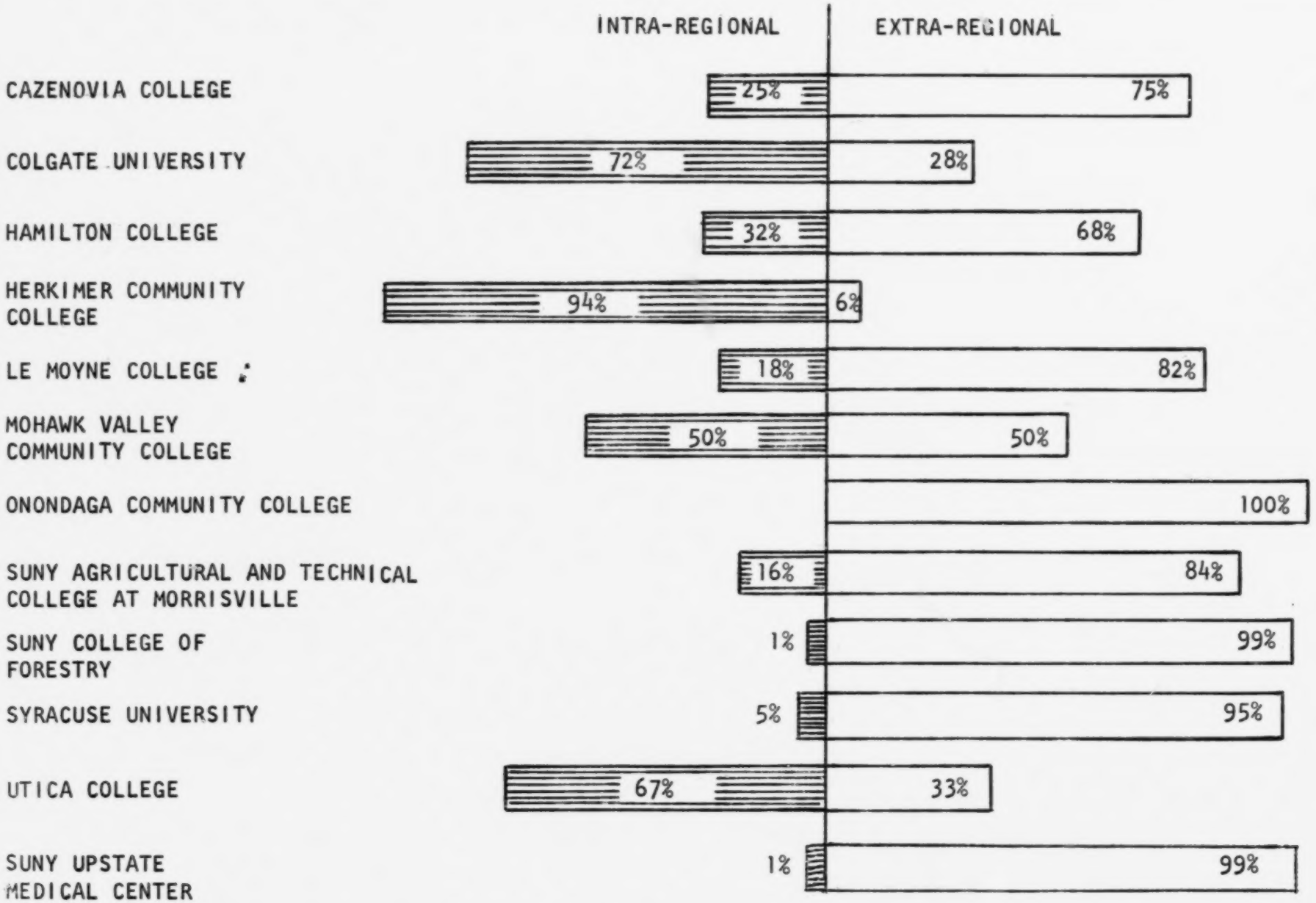

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FIGURE 7

GRAPHICAL DEPICTION OF INTERLIBRARY LENDING BY HIGHER EDUCATION, 1966/67

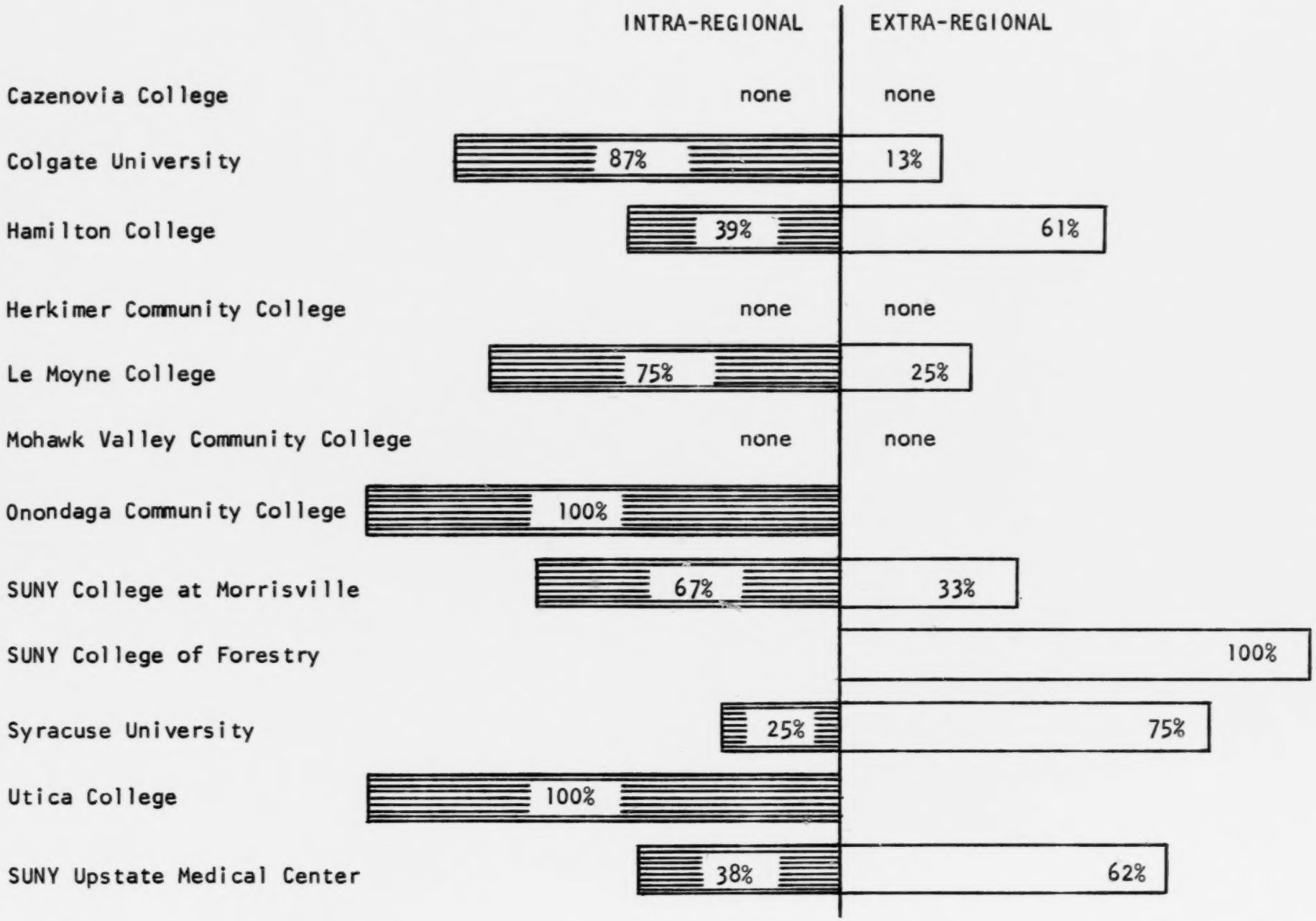

TABLE 9

HIGHER EDUCATION - INTERLIBRARY LOAN ANALYSIS, 1967

INSTITUTION	DATE FOUNDED	1967 ENROLLMENT	TYPE OF INSTITUTION			ILL BORROWING		ILL LENDING	
			ARTS	TECHNICAL	UNIVERSITY	INTRA	EXTRA	INTRA	EXTRA
SYRACUSE UNIVERSITY	1870	16,772			X	5%	95%	25%	75%
COLGATE UNIVERSITY	1819	1,958			X	72%	28%	87%	13%
UTICA COLLEGE OF SYRACUSE	1946	1,623	X			71%	29%	100%	
MOHAWK VALLEY COMMUNITY COLLEGE	1946	1,480		X		50%	50%	100%	
ONONDAGA COMMUNITY COLLEGE	1962	1,410		X			100%	100%	
LE MOYNE COLLEGE	1946	1,406	X			18%	82%	67%	33%
SUNY COLLEGE AT MORRISVILLE	1908	1,329		X		16%	84%	-	-
SUNY COLLEGE OF FORESTRY	1911	1,292		X		1%	99%		100%
HAMILTON COLLEGE	1812	823	X			32%	68%	39%	61%
CAZENOVIA COLLEGE	1934	587	X			25%	75%	-	-
SUNY UPSTATE MEDICAL CENTER	1834	575			X (medical)	1%	99%	38%	62%
HERKIMER COMMUNITY COLLEGE	1967	211		X		94%	6%	-	-

to study all library procedures, and to provide the ultimate objective of a "computerized system that would give each library instant access to the bibliographic records of all the member libraries."[1]

E. Political and Service Boundaries

As in so many other areas of modern communication, the flow of library loan has little regard for political boundaries, especially with respect to borrowing. As mentioned only about 25 per cent of total academic borrowing is accomplished within the Central New York region. It appears, though, that a normal part of the aging of colleges and universities is growth in geographic influence and scope of operations. While newer and growing schools like Cazenovia College and Le Moyne College once depended on regional sources for at least the first stage of their borrowing, the older and specialized institutions have developed particular interests outside the region. An example is Hamilton College and the State University of New York College of Forestry at Syracuse,

1 Annual Report, Director of Libraries, Syracuse University Library, May 1, 1967 - April 30, 1968.

whose activities are world-wide. While it is dangerous and perhaps profitless to attempt to isolate all the determinants of flow, for the purposes of this report it seems safe to assume that age, degree of specialization in subject matter, pace of development, population served, connections with established extra or intra-regional systems, administrative convenience sometimes served by personal acquaintance, are all potent considerations under the appropriate and highly variable conditions.

Cazenovia College, for example, is a small, two-year girls' school, pre-occupied with the arts, which goes out of the region for about 75 per cent of its borrowing. Hamilton College is a long-established, small, four-year men's school with special program affiliations with Yale and the American Management Association, et al. It goes out of the region for a large majority of its borrowings (approximately 68 per cent). Herkimer Community College, practically brand new and presumably without such affiliations and preparatory connections, borrows only about 6 per cent from outside the region, while Onondaga Community College also a new school with limited curriculum,

in contrast borrows everything from outside its regional area. Colgate, long-established, medium-sized college, goes outside for only about 28 per cent of its borrowing needs, while Utica College, about the same size, but new in years, also goes outside for about 28 per cent of its requirements. In the case of the large institutions library like Syracuse University Library which, in terms of subject matter amounts to a complex of "special" libraries, each with its special affiliations and each with its components of research materials at the highest level, borrowing is predominantly out of the region (approximately 71 per cent).

In brief, there appear to be very few intrinsic generalizations possible as to <u>why</u> some libraries go outside the Central New York 3R's Region for their borrowing and some do not. Each case appears to be a special one, with each trying to solve its own problems according to its lights in the evolutionary and geographic situation in which it finds itself. It is not correct that borrowing outside the region occurs because of a general lack of resources. There are four million plus holdings in the region. But there is strong reason to believe that new and improved communications and transportation arrangements will encourage greater self-sufficiency and utilization of regional resources already in place.

V. SPECIAL LIBRARIES

A. General

Special libraries in Central New York serve the needs of industry, government and the medical profession, as well as provide vital background and historical information. Their situations are unique and their demands precise. For these and other reasons, special and specialized libraries appear on the periphery of the total interlibrary loan pattern. In many instances the needs of their sponsors and users are so acute and the service provided so specialized, that only other special libraries in related fields can be of supplemental help. Often though, the higher academic community, itself a collection of specialties, holds the answers to their research and information needs.

B. Scope of Coverage

The scope of this report and the volume of data available make it convenient to use the term "special" in a residual and composite sense, consistent with approved definitions.[1] We have included

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1 LIBRARY STATISTICS: A HANDBOOK OF CONCEPTS, DEFINITIONS & TERMINOLOGY, American Library Association, Chicago, Ill, 1966. Where special libraries are defined as: A collection maintained by a business firm, association, government agency, or other organized group whose collections are for the most part limited in scope to the subject area of interest to the sponsor.

medical, legal, business, industrial and research, and all the smaller highly specialized and usually non-circulating collections in the region, such as art libraries, historical society collections and church collections.

A sample of 98.6 per cent of the special library resources in Central New York was used for this evaluation. Much of the interlibrary loan activity was found to be of a distinctly different nature than was found in the other two categories (public and academic). Because of the nature and urgency of demand of materials requested in these libraries, inefficiency of service is not tolerated. Speed is often of prime importance with cost of obtaining what is needed tending to be of secondary importance. Sources found to be unreliable are not trusted when the information requested is vital to ongoing research.

C. Volume of Activity

The volume of strictly interlibrary loan activity within the category of special libraries is less than that of the other two major categories of libraries - public and academic. This is due in part to the fact that the information requested by a specialized

library user actually at the library tends to be found within the collection at hand. If required items are not available, a purchase is often made. The value of a company or institution having their own library resources immediately accessible is, of course, the reason for many special libraries that are service, rather than archival oriented. The remote user, on the other hand, generally may lack an appreciation of content and status of holdings. Communications hold the key to this aspect of greater service resulting in increased ILL.

The majority of the interlibrary loan activity for specialized libraries takes the form of borrowing. Tables 10 - 14 support this statement by giving the breakdown of special libraries in the categories of medical, legal, business, and industrial and research specialized libraries.

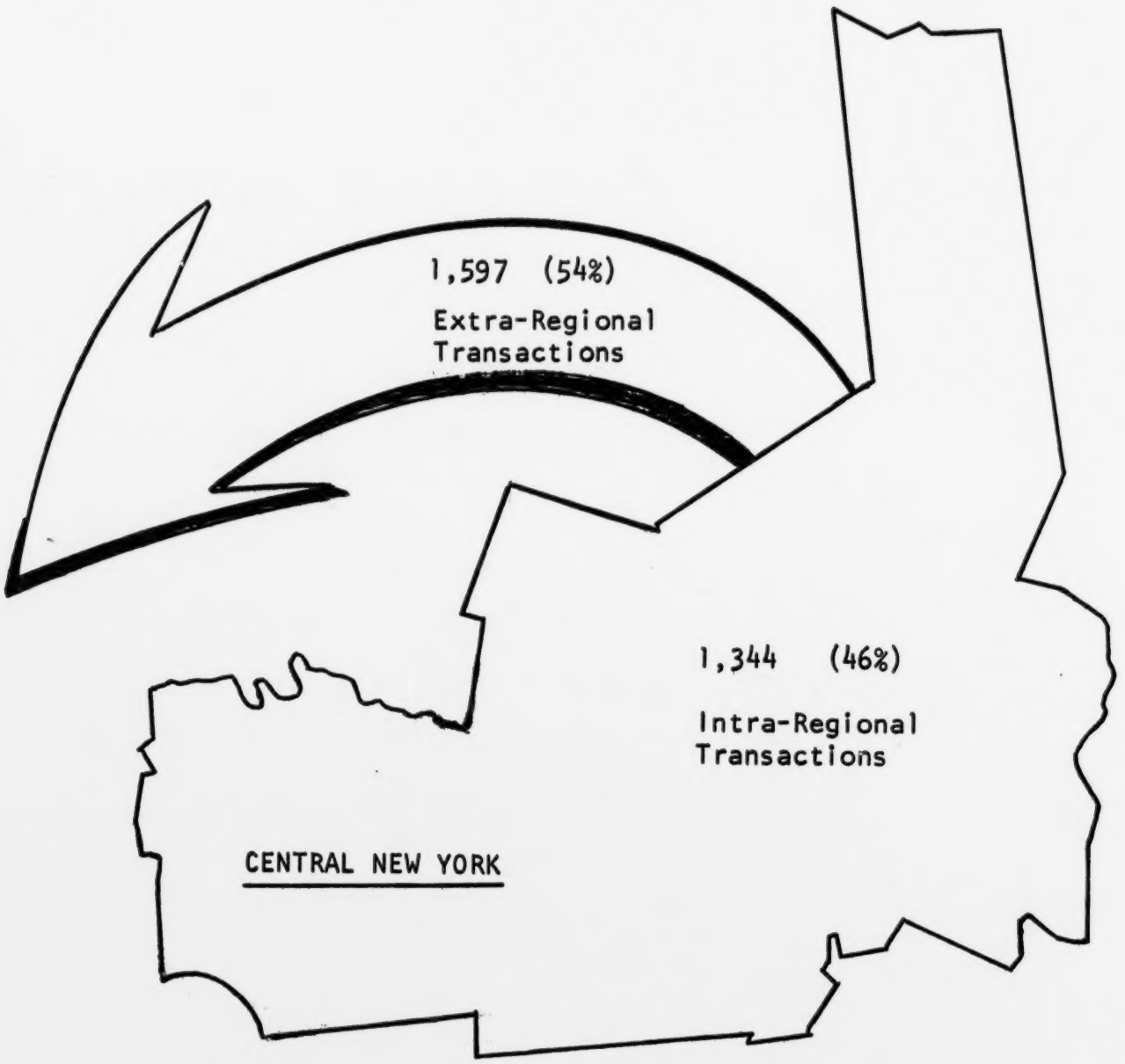
The materials borrowed for these libraries are most often in the form of photocopies and microfiche. This form of material is used because timely current journal articles and monographs are the types of things most often requested. The trial FACTS network drew initial approval from the specialized libraries for this reason. It proposed to give fast, reliable service to those requestors

desiring copies of materials twelve pages or less, a convenient range for journal articles. This type of copying service could have been the answer for the information needs of special libraries. In theory it should have provided accurate, readable copies of articles requested through the network. But FACTS was found to be somewhat limiting, and by nature may have done some harm, in that it cut off some direct channels for information and substituted a non-working arrangement. While FACTS has been declared inadequate, due to poor quality equipment, its extension from an experimental to near full program may have been overly ambitious. A pilot program would have developed the basis and perspective for creation of an acceptable statewide effort.

Figure 8 - Central New York Interlibrary Activity Specialized Libraries, 1967, depicts the volume of Extra and Intra-Regional transactions. Total transactions, which includes borrowings and lendings, are such that 46 per cent of the activity takes place within the region and 54 per cent of the activity without the region.

FIGURE 8

CENTRAL NEW YORK INTERLIBRARY ACTIVITY - Specialized Libraries, 1967



D. Factors Limiting Interlibrary Loan Volume

Industrial research libraries have security requirements regarding new product development processes that tend to sharply restrict interlibrary activities. In government research activities defense security works to the same end. These factors, combined with the high degree of content specialization, makes local availability or even knowledge of wanted documents extremely unlikely. Except in some of the larger industries where academic programs among their employees makes it convenient or important to have "textbook" materials available (and these are often borrowed from a nearby university or college) the nature of material sought by researchers and other technical staff is likely to consist of journals or journal excerpts and very often information on some single point of technology. These requirements are increasingly being met by non-returnable material, by a personal letter, phone call or photocopy. Much of the actual documentary exchange is conducted on an informal or personal basis and never gets recorded as interlibrary loan.

In those libraries which can be characterized as being most "professional" (such as medicine and law, as well as the research aspects of almost all of those which are not sponsored by professional societies and available to the "public") the interlibrary transaction aspects of documentary transfer appear to be limited to the point of being almost "archival" in nature. Of these "professional" libraries, the least active in interlibrary loan appears to be the legal libraries. Of the four law libraries in the region (exclusive of the Syracuse University Law Library) with recorded holdings of approximately 163,600, two reported no interlibrary loan and the other two reported a total of 12 transactions.

E. Categories of Service

For the purpose of this evaluation, we have subdivided the category of specialized libraries into the following sections: Medical, legal, business, industrial and research, and others. The "others" includes such libraries as art libraries, historical society collections, and church collections. Very little activity was recorded in this section. Most of the collections are small, highly specialized, and non-circulating. In many cases use by the public is permitted only with special permission.

F. Medical Libraries

In the medical libraries area, the majority of the activity is in the borrowing category, with 83 per cent of the borrowing taking place within the region. This regional activity reveals a heavy dependence on the SUNY Upstate Medical Center Library. This includes use of the SUNY Biomedical Communications network which aids in providing area medical libraries with needed information. In the case of local Syracuse medical libraries, professional courtesy is extended to medical people desiring to use the Upstate Medical Center Library directly, and this activity is not reflected in the interlibrary loan statistics. Organized support for local medical libraries is provided by the Regional Medical Program in the Central New York territory from Pennsylvania to the St. Lawrence and the North Country.

Table 10 - Regional Medical Library Statistics Summary, 1967 gives a numerical breakdown of the activity of the medical libraries in Central New York. The volume of their activity is not great, but the pattern which is established by their activity is significant. Their dependence on the SUNY Upstate Medical Center Library is also

TABLE 10

REGIONAL MEDICAL LIBRARY STATISTICS SUMMARY, 1967

NUMBER IN REGION: 7

NUMBER CONSULTED: 7

TOTAL VOLUMES: 24,654 SAMPLE: 100%

TOTAL BORROWING:	482	
Intra-Regional:	394	(83%)
Extra-Regional:	88	(17%)

TOTAL LENDING:	162	
Intra-Regional:	157	(97%)
Extra-Regional:	5	(3%)

N.B. The State University of New York Upstate Medical Center Library is not included in this category. It is included under College & Universities, Higher Education.

Libraries consulted were - Central New York Academy of Medicine, Community General Hospital, St. Joseph's Hospital, Veterans Administration Hospital, Masonic Medical Research Laboratory, Utica State Hospital, and March State Hospital.

quite important. This medical network outside of established regional systems provides the efficiency and performance needed by an identifiable special group.

G. Legal Libraries

The legal libraries of Central New York are involved in interlibrary loan to a very limited extent. The legal field is highly specialized and all the necessary resources are generally found in the individual library. Books are usually not loaned out of the library. The limited amount of interlibrary loan transactions which do take place are with other law libraries in the region. The Syracuse University Law Library was not included in the sample of legal libraries. It is included under the category of Higher Education, as are the other Syracuse University branch libraries. For the most part, the remaining legal libraries are self-sufficient. Table II - Regional Legal Library Statistics Summary, 1967 provides the figures of the sample of libraries used for this section.

TABLE 11

REGIONAL LEGAL LIBRARY STATISTICS SUMMARY, 1967

NUMBER IN REGION: 4

NUMBER CONSULTED: 4

TOTAL VOLUMES: 163,550
VOLUMES OF THOSE CONSULTED: 163,550 SAMPLE: 100%

TOTAL BORROWING: 12

Intra-Regional: 6 (50%)

Extra-Regional: 6 (50%)

TOTAL LENDING: 12

Intra-Regional: 6 (50%)

Extra-Regional: 6 (50%)

N.B. Two of the four libraries were involved in no interlibrary loan.

Syracuse University Law Library is included under higher education. Libraries consulted were Herkimer County Law Library, New York Court of Appeals Judicial Library, New York Supreme Court 5th Judicial District, and the Madison County Law Library.

H. Business Libraries

The number of business libraries is limited in the Central New York region. The volume of interlibrary loan transactions is moderate, with 75 per cent of the borrowing activity taking place outside the Central New York region. As with other libraries in the specialized category, much of the material which is needed by business personnel is purchased directly. When the material requested is not purchased, photocopies are likely to most efficiently satisfy the need. When this is the case, the source consulted must be in a position to supply a copying service. This involves payment which most organizations are willing to comply with, as long as the service is satisfactory.

The summary statistics for business libraries in Central New York are presented in summary form in Table 12 - Regional Business Library Statistics Summary, 1967. It is interesting to note that although the volume is light, 75 per cent of the borrowing takes place outside of the region, while 63 per cent of their lending is regional. This supports the idea that, although they are able to support regional requests, their source for loans must be outside of the region, on a paying basis.

TABLE 12

REGIONAL BUSINESS LIBRARY STATISTICS SUMMARY, 1967

NUMBER IN REGION: 4

NUMBER CONSULTED: 4

TOTAL VOLUMES: 13,000 SAMPLE: 100%

TOTAL BORROWING:	16	
Intra-Regional:	4	(25%)
Extra-Regional:	12	(75%)
TOTAL LENDING:	32	
Intra-Regional:	20	(63%)
Extra-Regional:	12	(37%)

N.B. Libraries consulted were: American Foundation for Management, Manufacturers Association of Syracuse, Syracuse Governmental Research Bureau, and Utica Mutual Insurance Company.

I. Industrial and Research Libraries

The industrial and research libraries, including government research has the greatest volume of interlibrary loan transactions of the five sections of specialized libraries. Of the total volume of transactions for specialized libraries, 76 per cent of all the activity falls within this section. Table 13 - Regional Industrial and Research Library Transactions Statistics Summary, 1967, presents the composite figures describing the borrowing and lending breakdown of the sample used for this evaluation. Of the borrowing activity 72 per cent is done outside of the Central New York 3R's region. Ninety-three per cent of the lending activity consists of loans to regional libraries. This presents an interesting picture for the industrial and research library. They are forced to go outside the region to satisfy their own information requests, although in their limited lending activity, they are able to support regional requestors.

In many cases this regional activity proves to be a personal cooperation with librarians of other area specialized libraries. Limited use is made of the New York State Interlibrary Loan network.

TABLE 13

REGIONAL INDUSTRIAL AND RESEARCH LIBRARY STATISTICS SUMMARY, 1967

NUMBER IN REGION: 13
NUMBER CONSULTED: 11

TOTAL VOLUMES: 80,017
VOLUMES OF THOSE CONSULTED: 77,617 SAMPLE: 97%

TOTAL BORROWING:	2,007	
Intra-Regional:	555	(28%)
Extra-Regional:	1,452	(72%)

TOTAL LENDING:	218	
Intra-Regional:	203	(93%)
Extra-Regional:	15	(7%)

N.B. The Rome Air Development Center is included in the libraries consulted. Other libraries include those listed in Table 14.

The service has proven too slow and undependable. Speed is important to these libraries, but of even greater importance is reliability. For example, the Engineering Societies Library may be very costly for the photocopy service it supplies, but its reliability is its valuable feature, along with the speed with which it supplies requested materials.

In one instance an area librarian uses a research library in Kansas as a prime information source, because of its reliability and its non-prohibitive costs. This same research library depends in great measure on a personal arrangement with a specialized librarian in another state. The two libraries are involved in similar research, and as a result of this arrangement, both libraries find their information needs satisfied. Similar types of personal relationships have proven quite prevalent among specialized librarians. Their field of library work is most conducive to these types of mutually beneficial arrangements. Their administration often allows for such arrangements without a great deal of red tape, since their function is to provide the requested material as efficiently as possible.

Tables 14, 15 and 16 present the total transactions for these libraries, plus the breakdown of loans and borrowings for all the libraries in this section. In all cases the volume of borrowing exceeds the loans by a considerable amount. What is not reflected is the volume of material which is purchased directly because no reliable regional sources are available.

TABLE 14

TOTAL INTERLIBRARY TRANSACTIONS - SPECIALIZED INDUSTRIAL AND RESEARCH LIBRARIES, 1967

INSTITUTION	INTRA-REGIONAL		EXTRA-REGIONAL		TOTAL
Bristol Laboratories Library	275	(35%)	500	(65%)	775
Carrier Corporation Logan Lewis Library	96	(15%)	563	(85%)	659
Allied Chemical Corp. Syracuse Research Library	176	(94%)	11	(6%)	187
Rome Air Development Center Research Library	18	(11%)	165	(89%)	183
General Electric Electronics Park Library	41	(39%)	65	(61%)	106
General Electric AED Library	59	(94%)	4	(6%)	63
Crouse-Hinds Co. Library	31	(81%)	6	(19%)	37
AGWAY Inc. Library	25	(89%)	3	(11%)	28
General Electric, Special Information Products Engineering Library	25	(100%)	-		-
Oneida Ltd. Technical Library	-		-		-
TOTALS	758		1,467		2,225

TABLE 15

INTERLIBRARY TRANSACTIONS - BORROWING BY SPECIALIZED INDUSTRIAL AND RESEARCH LIBRARIES, 1967

INSTITUTION	INTRA-REGIONAL		EXTRA-REGIONAL		TOTAL
Bristol Laboratories Library	200	(29%)	500	(71%)	700
Carrier Corporation Logan Lewis Library	33	(6%)	550	(94%)	583
Allied Chemical Corp. Syracuse Research Library	164	(94%)	11	(6%)	175
Rome Air Development Center Research Library	9	(5%)	164	(95%)	173
Special Metals Corp. Technical Library	2	(1%)	150	(99%)	152
General Electric Electronics Park Library	32	(33%)	64	(67%)	96
General Electric AED Library	45	(92%)	4	(8%)	49
Crouse-Hinds Co. Library	30	(83%)	6	(17%)	36
General Electric, Special Information Products Engineering Library	25	(100%)	-		25
AGWAY Inc., Library	15	(83%)	3	(17%)	18
Oneida Ltd. Technical Library	-		-		-
TOTALS	555		1,452		2,007

TABLE 16

INTERLIBRARY TRANSACTIONS - LENDING BY SPECIALIZED INDUSTRIAL AND RESEARCH LIBRARIES, 1967

INSTITUTION	INTRA-REGIONAL	EXTRA-REGIONAL	TOTAL
Carrier Corporation Logan Lewis Library	63 (83%)	13 (17%)	76
Bristol Laboratories Library	75 (100%)	-	75
General Electric AED Library	14 (100%)	-	14
Allied Chemical Corp. Syracuse Research Library	12 (100%)	-	12
Special Metals Corp. Technical Library	10 (100%)	-	10
AGWAY Inc. Library	10 (100%)	-	10
General Electric Electronics Park Library	9 (90%)	1 (10%)	10
Rome Air Development Center Research Library	9 (90%)	1 (10%)	10
Crouse-Hinds Co. Library	1 (100%)	-	1
General Electric, Special Information Products Engineering Library	-	-	-
Oneida Ltd. Technical Library	-	-	-
TOTALS	203	15	218

VI. CONCLUSIONS AND RECOMMENDATIONS

A. Extra NYSILL Activity

One aspect of the investigation was a first appreciation of the amount of interlibrary loan activity taking place outside the standard state-supported patterns. Not surprising is the fact that much of this activity does tend to come within the purview of the 3R's Council Charter.

By nature all of these activities and the total volume tend to be difficult to completely identify. Such was not our mandate nor purpose. But the statistics we did gather clearly indicate that the observable patterns of interlibrary activities outside the State channels may exceed that within and subsidized by the State. This is material for another evaluation.

The reasons for such activity are manifold and obscure. But speed, accuracy, convenience and specialization are major contributing factors. From one perspective these activities tend to weaken the NYSILL networks at least from the viewpoint of those interested in promoting NYSILL. From the "service rendered" perspective, the presence of near formal interlibrary loan patterns outside NYSILL merely indicate that, for now at least, there may be better ways to do things.

The in-depth reasons for such extra-NYSILL activity remain to be disclosed. We suggest, therefore, that as a separate task (perhaps as an extension to this project) an investigation be accomplished to characterize the volume of academic, commercial and industrial interlibrary loan activity taking place outside the NYSILL network. There appears to be a need for developing such an investigation before reference and research services to the business and industrial community can proceed in a meaningful manner. This type of "grass roots" investigation on a Council or regional level should necessarily precede any effective statewide system of interlibrary and inter-system cooperation to the business community. We suggest that the Central New York Council's Interlibrary Loan Committee encourage a qualitative evaluation of selected academic, commercial and industrial libraries throughout the Council's area to determine the volume and type of materials requested outside the present NYSILL Network. An analysis could then be made of a sample of these extra-NYSILL requests to determine the method of disposition, for example, and the reasons for this extra-NYSILL activity.

Previous statewide (and some local) studies have revealed that much cooperative activity is taking place outside the NYSILL Network, which has proven effective for public libraries.

We expect that only by examining and describing the volume of such activity first on the local level, and then on the state level, can the Council and the 3R's Program sponsors (the New York State Division of Library Development) accomplish a truly effective statewide system of interlibrary cooperation in all disciplines. A "local" look, rather than statewide may avoid rehashing old statistics. A. D. Little took a step in this direction, but limited their investigation to the door marked "Special Libraries." METRO, through Dr. Shank's study, dealt with part of this problem of extra-NYSILL activity in the Metropolitan New York area, but primarily from the technical data users point of view. Extra-network activity is known to exist and in surprisingly large volume. But it should be recognized and dealt with in order to continue library development leadership in New York State. Some first data on this subject is available in this evaluation, which would be a good starting point for an in-depth evaluation.

B. Potential for a Regional Interlibrary (Loan) Communications Network

1. Colleges & Universities

In the light of current national developments in the fields of science and medicine, and in systems of communications research, it is natural that any examination of regional library matters should ask the question, "Is a regional data processing and/or communications network practicable in the Central New York Region?"

Our examination indicates that a potential exists for such a system, and that the time is probably appropriate for an approach to it. The components are already in place to some extent, but they have developed at a highly uneven pace. Bearing in mind that it is commonality of interest in content that binds libraries, library systems and users together, we have noted that the older and more specialized systems have a transaction flow that is widely distributed geographically. A unit like SUNY College of Forestry at Syracuse accomplishes some 99 per cent of its inter-library loan transactions outside the Central New York 3R's Region. Its transactions are in a different orbit from those of the public library - and it is difficult to visualize its intra-regional activities ever becoming very significant for this area

in terms of volume. Similarly, Syracuse University, which is in effect a collection of specialized libraries, accomplishes some 79 per cent of its interlibrary loan activities outside the Region.

On the other hand, Colgate, which is also a University and old in years, accomplishes more than 80 per cent of its interlibrary loan transactions within the region, primarily by means of special arrangements which it has sought to develop with neighboring facilities. And Utica College of Syracuse University, Mohawk Valley College, and Herkimer County Community College, all find it much more convenient at present stages of their development to accomplish a large majority of their transactions within the region. (See Table 6 - Total Higher Education Interlibrary Transactions, 1967).

A glance at Table 9 - Higher Education Interlibrary Loan Analysis, 1967, which gives the age of the institutions of higher education in the region, shows that five smaller colleges,[1] although all founded since 1945, already account for a total of more than six thousand students, and more than 2 per cent of regional

[1]These schools are Utica College, Mohawk Valley Community College, Le Moyne College, Herkimer County Community College and Onondaga County Community College.

interlibrary loan transactions. If they follow the rapid growth pattern and increasing level of sophistication of such institutions of higher learning, they will, as time goes on, find themselves confronted with the need to go increasingly out of the region. This is a "growth" group which any regional system contemplated must consider serving. The Council should keep in close contact with this market and promote their access to regional resources.

2. Adult Education

There are now said to be more adults pursuing "continuing education" programs than there are students registered in full-time college programs. This group also represents a very large potential market of concern to interlibrary loan operations, and indeed accounts for much of the special arrangement type of interlibrary loan now going on (e.g., between industrial libraries and university colleges of engineering libraries). Syracuse University conducts off-campus classes at remote sites, and also serves students who are carrying graduate study programs while working at a full-time job. These persons often find it more convenient to have the company library borrow the reference and other books they need from appropriate college sources. This is a growing group of users who creat an ILL demand.

These and other "special arrangements" types of ILL indicate that, although the actual number of transactions may be small compared to the regular over-the-counter transactions of regional libraries, the possibility of expanding this type of activity through some central library activity designed to explore such matters should be closely studied. The Council should encourage the development and its understanding of these special arrangements.

3. Neighborhood Services

The wide dispersal of interlibrary loan flow through points outside the regional territory, as mentioned above, based upon "content" affinity indicates that although a regional central service would probably have little to offer initially to the older established systems and libraries, it would be of service to students and faculty within the region. Its value to business and industry would have to be encouraged and developed with fast, accurate service the key words. And there are other fundamental considerations which need attention because they represent a basis for increasing ILL demand and services.

a) A basis for regional library cooperation which is lasting needs to be found; a basis which makes it to the interest of everyone concerned to perform the necessary interlibrary services. The present Mid-York System appears to have all or most of the embryo functions necessary to such a central system, and its operations might serve as a test range for the accumulation of experiential data for subsequent region-wide activities. This might take the form of extra service to adults engaged in upgrading technically.

b) A very important consideration should be the preservation of established values in library operation and management. While it is admittedly a matter of individual preference of users and managers, and there are always alternatives, strong opinion holds that the effective, long-term values of libraries are best exemplified in the local

branch library, which brings services directly to the user. Such branch systems are already well-established, normally are newer (at least more modern than downtown facilities), have a better physical plant, are much more accessible, and manageable, and, if well located, can serve whole family needs. This consideration is consistent with modern "neighborhood" concepts of urban development and offers conveniences to residential, shopping-center and local business in terms of location which cannot be discounted. The possibility should be examined of developing public systems based upon this neighborhood service concept expanded to create local library centers offering a broad range of super services, resulting in increased ILL usage. One example might be the development of special fields of expertise in each branch library not necessarily available elsewhere.

c) Would such a system supplant the large urban library? The large urban library is, as a public building offering services, already somewhat obsolete for a number of reasons. It is largely inaccessible to automobiles and hence to most residents of areas of urban sprawl as its declining volume of service transactions attests. It is probably also uneconomic as a service building, though it might have some advantages if redesigned for a data processing center. The branch system offers far more opportunity for increasing "availability" and the strengthening of these focal points of excellence and the creation of new ones where necessary would be a very appropriate objective of the Council.

d) Would the neighborhood branch system be appropriate for the development of reference and research services? A local, "branch"

library, in addition to serving the "neighborhood" type of social thinking needs which are becoming more important each day, could, through automation, serve a greatly expanded range of people. For example, increasingly college faculties live some distance from campuses, and in identifying themselves with community problems become potential heavy users of local libraries. (It is almost as difficult for them to penetrate the parking problems of urban campuses, as it is for non-college people). If they could come to depend upon services from their neighborhood library, there is little doubt that they would increasingly take advantage of them.

e) Convenience is a factor of vital importance. Major potential users such as the college faculties mentioned, identify

themselves with community activities. If the neighborhood library could serve them efficiently through interlibrary loan, there is little doubt that they would gradually find it convenient to have the service close to home. The same factors hold true for college students. Many college educated persons not engaged in formal study might prove strong resource users and thus interlibrary loan demand creators.

f) Also considered should be the testing of greatly expanded direct to the user delivery services from a large processing plant, on order from the neighborhood library. This might lead to a great reduction in duplication of resources through fuller utilization of present resources, rare or costly reference materials except in special cases to be worked with in the neighborhood center, and with materials returnable either on a pick-up basis by mail or to the neighborhood center.

g) The neighborhood branch library might also serve the other professional activities in its neighborhood, doctors and engineers, for example, by performing acquisition and delivery services through their communications and interlibrary loan system. In similar fashion, ways can be developed for services to local technical and scientific activities where they exist in the neighborhood. Appropriate, too, are services to local business and industry, especially small business, perhaps extending even to the solution of single technical or research information problems through the use of its literature search connections.

h) The key to success in the promotion of this neighborhood oriented library system is a triple one.

1) An innovative communications system which is region-wide.

2) An objective, analytical approach to the "neighborhood" which probably means some sociological orientation for library management.

3) An appreciation of the nature of modern social institutional competition. In all services to the public today, competition is for the "time" of the potential user. If television and travel preoccupy the time of the neighborhood family, it is because competitive interests have become 'remote' even if near at hand. If both entertainment and information are attained at other sources than the library, it is probably because convenience plays a very large part in the decision. If libraries hope to get their services used, they must be made known and more convenient.

C. Regional Organization

As in so many other areas of modern communications, the flow of interlibrary transactions has little regard for political boundaries. Whether the "regional" organization is an appropriate type of organization for all the elements of library service under the 3R's umbrella is not certain unless one looks to a future in which

the publicly financed library systems offer an effective degree of centralized, publicly supported reference and research service to industry, to education at the university and college level and to government research activities. It may be expecting the unlikely to be all things to all people.

The region as an organizational basis for interlibrary loan activities does appear, though, to meet the New York State requirements for dealing with public libraries on a governmental support basis, but there can be little doubt that it does not satisfy the felt needs of most of the active library groups in the areas of higher education and special libraries. The affinity of university libraries for other university libraries, industrial libraries for other industrial libraries, government libraries for other government libraries, etc., particularly at the reference and research level of activities, constitute strong natural limitations upon the appropriateness of the region as a meaningful area for organization.

D. Networks, Administration and Organization

One aspect of activities in the Central New York 3R's region tnat has become increasingly important is the awareness by many individuals of distinct differences in types or classes of networks. There is at the present time a natural network, a physical network, an organizational network, and thus (the promise of) a reference and resources network. The natural (or desired network) is a depiction of the needs and resource possibilities among a set of nodes - in this case a set of libraries. The network when visualized or drawn schematically illustrates interconnections between nodes that could produce desired interlibrary data flow. Such a network is a pictorial presentation or expression of various desires and how resources might be utilized. For the most part, the natural (or desired) network does not express the actual flow of resources (interlibrary loans) but merely reflects the possibility. The natural or desired network may not correspond to any actual transfers. Any Central New York natural network would thus show a relationship between adjacent region major public library systems. This is proper. But in actuality there may be little or no relationship or significant inter-system material movement, which introduces the idea of a physical network.

The physical network in contrast to the natural network may actually exist, and perhaps as a subset of the natural network. The physical network is real in the sense that it reflects what is actually happening between nodes. The physical network depicts things as they are, and thus shows the real relationship between Colgate University and Hamilton College, for example, or the book traffic between Le Moyne College and Syracuse University. The physical network presents conditions largely dictated by precedent, history, costs, personalities and geography. These factors also constitute real constraints.

The third type of network, the organizational network, may be just as real as the physical network. The organizational network may be considered akin to an administrative arrangement suitable for the movement of meta-information. (Paperwork such as instructions, billings, performance data, records, etc.) In this sense the presence of 3R's in a region can be construed as a new form of organizational network that does not supersede or conflict in any way with the present physical network. It may, however, have a hand in developing the natural or desired network that could eventually become a part of the physical network.

The organizational network can thus have more nodes than that of the physical network. But in this context node means more than a library. The 3R's Council can very well sponsor new, natural nodes, whose function primarily is administrative, rather than operational.

The awareness on the part of Central New York librarians, administrators and trustees of these distinct networks, their characteristics and their meaning will enhance the establishment of new relationships and services.

E. Academic Resources

Whatever future trends may be, it is apparent that college and university library resources will be central to any regional system in some subject areas at least, and they will be able to support such a role only if they are adequately financed. It is recommended that the state explore ways in which it can strengthen their ILL activities, through staff support and/or the working out of appropriate payment schedules for services performed for other regional outlets and/or contributions to the improvement of their resources to make them better able to meet regional needs in fields where they are already best established.

APPENDICES

APPENDIX I - DESCRIPTION OF THE CENTRAL NEW YORK REFERENCE AND RESOURCES COUNCIL, INC.

The Central New York Reference and Resources Council is one of nine such councils in New York State, organized to improve reference and research library service in the four Central New York Counties of Oneida, Onondaga, Madison and Herkimer. Its further purpose is to promote inter-library cooperation, communication and transportation of materials within the area of the Council, and to cooperate with institutions and organizations outside the four county geographic area to further these aims.

Since the Central New York Council was chartered on February 1, 1967 under the New York State Education Law Section 216, the Board of Trustees has pursued research studies and projects leading to a knowledge of available resources and services and has provided the means for increased inter-library cooperative plans and services. The Directory of Library Resources and the Central New York Union List of Serials are Council publications supporting the aim of strengthening library resources and improving reference services in Central New York. This report on interlibrary loan was prepared to serve as background data for future development and planning in the field of library cooperation.

APPENDIX II - THE CENTRAL NEW YORK REFERENCE & RESOURCES COUNCIL
BOARD OF TRUSTEES

Warren N. Boes, Director
Syracuse University Libraries

Bruce M. Brown, Librarian
Colgate University

Frederick M. Darrow, Secretary
Syracuse, New York

Donald R. Green
Special Metals Corporation

Mrs. Alice B. Griffith
Library Director
Mohawk Valley Community College

Alfred C. Hasemeier, Director
Mid-York Library System

Reid A. Hoey, Director
Onondaga Library System

Miss Florence A. Kramer
Assistant Director
Syracuse Public Library

Dr. Eric W. Lawson
Seneca at Stroud Street
Canastota, New York

Mr. Robert W. Levesque
Director
Information Services Laboratory

Irwin H. Pizer, Director
SUNY Upstate Medical Center Library

APPENDIX III - THE CENTRAL NEW YORK REFERENCE & RESOURCES COUNCIL MEMBER INSTITUTIONS

Agway, Incorporated
Syracuse, New York

Allied Chemical Corporation
Solvay, New York

American Foundation for Management Research
Hamilton, New York

Bristol Laboratories
Syracuse, New York

Canal Museum
Syracuse, New York

Cazenovia College
Cazenovia, New York

Carrier Corporation
Syracuse, New York

Colgate University
Hamilton, New York

Crouse-Irving Hospital
Syracuse, New York

ERIC Clearinghouse on Adult Education
Syracuse, New York

General Electric Company
Syracuse, New York

General Electric Company
Utica, New York

Hamilton College
Clinton, New York

APPENDIX III
Continued

Herkimer County Community College
Ilion, New York

Jervis Library Association
Rome, New York

LeMoyne College
Syracuse, New York

Maria Regina College
Syracuse, New York

Masonic Medical Research Laboratory
Utica, New York

Mohawk Valley Community College
Utica, New York

Munson-Williams-Proctor Institute
Utica, New York

Mid-York Library System
Utica, New York

New York State Supreme Court Law Library
Utica, New York

Onondaga Community College
Syracuse, New York

Onondaga Library System
Syracuse, New York

Rome Air Development Center
Rome, New York

Special Metals Corporation
New Hartford, New York

APPENDIX III
Continued

SUNY Agricultural and Technical College
Morrisville, New York

SUNY College of Forestry
Syracuse, New York

SUNY Upstate Medical Center
Syracuse, New York

Syracuse Public Library
Syracuse, New York

Syracuse University
Syracuse, New York

Syracuse University Research Corporation
Syracuse, New York

U.S. Veterans Administration Hospital
Syracuse, New York

Utica College of Syracuse University
Utica, New York

Utica Mutual Insurance Company
Utica, New York

Utica Public Library
Utica, New York

APPENDIX V - INTERLIBRARY LOAN STATISTICS

A. Public Library Systems - Onondaga

ONONDAGA LIBRARY SYSTEM STATISTICS FOR 1967

Total Transactions Completed	4,937
Total Requests Received	7,131
% Transactions Completed	69.2%

Breakdown of Transactions Completed

Transactions completed by S.P.L.*	2,644
% Completed by S.P.L.	53.6%
Transactions completed by New York State Library	583
% Completed by New York State Library	11.8%
Transactions completed by Others (Mid-York, Chautauqua, etc.)	1,710
% Completed by Others	34.6%

Routing of Requests

Total Sent Outside Onondaga Library System		3,843	
Total Sent to N.Y. State Library		1,787	
Total Sent to Mid-York		1,248	
Total Sent to Others		654	
Others:	Chautauqua	535	
	North Country	74	
	Bethesda	19	(for Upstate Med.Ctr.)
	Utica College	12	
	Penn State	9	
	Library of Congress	3	
	Watertown	2	

* S.P.L. - Syracuse Public Library

APPENDIX IV - INTERLIBRARY LOAN STATISTICS

B. Public Library Systems - Mid-York

MID-YORK LIBRARY SYSTEM STATISTICS FOR 1967

Total Transactions Completed	15,810
Total Requests Received	16,097
% Transactions Completed	98%

Breakdown of Transactions Completed

Transactions completed by State Library	1,567
% Completed by State Library	9.9%
Transactions completed at Mid-York Headquarters	9,786
% Completed by Headquarters	61.9%
Transactions completed by Jervis (Rome)	805
% Completed by Jervis (Rome)	5.1%
Transactions completed by Utica Public	1,445
% Completed by Utica Public	9.1%
Transactions completed by Central Book Aid and other member libraries	1,808
% Completed by C.B.A. and member libraries	11.4%
Transactions completed by other sources (outside the system)	399
% Completed by other sources	2.5%

Routing of Requests

These statistics not available at Mid-York System

APPENDIX IV - INTERLIBRARY LOAN STATISTICS

C. Public Library Associations - Skaneateles

SKANEATELES LIBRARY ASSOCIATION

Annual ILL Activity: 25 est. transactions

SUPPORT: The library is supported by funds raised annually, and also by income from existing funds. It is the only library in the county which is not a member of the Onondaga Library System. The book budget for the current fiscal year was approximately $3,000. This was felt by Mrs. Townsend to be adequate for the library. The library receives no state funds.

COLLECTION: Estimated at 23,000 with good collection of special historical and genealogical material for the local area.

ILL ACTIVITY: Very limited. Estimate of an annual figure of 25 items was given. Use is made of Syracuse Public Library and of Syracuse University as needed. Patrons use Auburn area facilities as needed. Library can call on Onondaga System Headquarters if necessary. Little or no anticipated expansion or extension of ILL activity and services.

APPENDIX V - INFORMATION SERVICES LABORATORY
WORK STATEMENT - INTERLIBRARY LOAN EVALUATION & STUDY

The Syracuse University Research Corporation to accomplish for the Central New York Reference and Resources Council and the Interlibrary Loan Committee an interlibrary loan evaluation and study. The purpose being:

To develop and compile fundamental data describing the overall interlibrary loan situation in the counties of Herkimer, Madison, Oneida, and Onondaga.

To identify and isolate immediate problems of an interlibrary loan nature related to the basic 3R's purpose of improving access to reference and research materials.

To develop recommendations for improved service with respect to 3R's activities.

The scope of the evaluation shall:

Determine the major interlibrary loan flow patterns and estimate the volume of activity.

Determine special library loan patterns and data flow currently outside the standard state-supported patterns that may lie within the 3R's scope of activity.

Identify supplemental and peripheral (e.g., academic, industrial, special library, etc.) loan and library service activities that are related and which tend to influence present or projected interlibrary loan services. Required is the identification of major sources, recipients of service and methods of transportation and communication.

APPENDIX V
Continued

The method of data development to include:

> Direct survey and interview at key locations, the use of major area library and library system statistics, and the use of New York State statistics plus other data as available.

The evaluation and study to be accomplished in approximately six months and result in a written report to the Interlibrary Loan Committee. The report, available in twenty (20) copies, to provide a composite diagramatic and quantitative depiction of present and projected interlibrary loan services and overall area library operations.

APPENDIX VI - SYRACUSE UNIVERSITY LIBRARY
REPORT ON LOANS TO REGIONAL INDUSTRIAL LIBRARIES
(Dec. 1967 - Feb. 1968)

These statistics outline the volume and type of support service to local industry accomplished by Syracuse University libraries. Services extended to industry/business libraries outside the Syracuse area are included for the sake of completeness. In some cases the number of requests received are not indicated or are considered the same as requests accomplished. The statistics show which industry or business received a processed response. No attempt was made to indicate the source of unprocessed requests, although such data would be valuable.

COMPOSITE REPORT

Number of requests received	237	
Number of requests processed	213	
Number of items not available for loan	24	
Number of items loaned and to which industry:		
Allied Chemical	46	
Bell Telephone (New Jersey)	1	
Borden's	6	
Bristol	22	
Carrier	3	
Cowles	21	(including 115 photocopies)

Crouse Hinds	3
Educational Testing (New Jersey)	2 including 5 photocopies
GE	6
GE - Utica	1
IBM	4
IBM Components Division Hopewell Junction, NY	1
Kimberly Clark (Wisconsin)	1
Merck, Sharp, & Dohme (Pa.)	11 photocopies
Owens Corning (Ohio)	1
SURC	86 including 32 photocopies

BREAKDOWN BY LIBRARY

ARCHITECTURE

Number of requests received	1
Number of requests processed	1
Library to which sent:	
SURC	1

ART

Number of requests received	1
Number of requests processed	1
Library to which sent:	
Allied Chemical	1

BUSINESS ADMINISTRATION

Number of requests received	42
Number of requests processed	34
Libraries to which sent:	

Allied Chemical	4
Bristol	6
Carrier	2
Crouse Hinds	3
IBM	4
SURC	15

CHEMISTRY

Number of requests received	?
Number of requests processed	68
Libraries to which sent:	
Allied Chemical	25
Borden's	4
Bristol	10
Cowles	155 photocopies
SURC	5 plus 76 photocopies

CITIZENSHIP

No loans

ERIC

No Loans

ENGINEERING

No report available for this three-month time period. Comparable statistics have been prorated from available statistics for the period January - December, 1966.

These statistics have been included to give an indication of the volume of industrial activity which takes place at the Engineering Library.

	Total 1966	Prorated
Number of requests received	-	-
Number of requests processed	971	243
Libraries to which sent:		
General Electric	66	17
Bristol	10	3
Carrier	33	8
Solvay	192	48
Crouse-Hinds	4	1
SURC	666	167

HUMANITIES

Number of requests received	14
Number of requests processed	14
Libraries to which sent:	
Allied Chemical	9
Borden's	2
SURC	3

INFORMATION SERVICES

No loans - no further reports circulation handled by Dewey now.

JOURNALISM

No loans

LAW

No loans

LEISURE READING

Number of requests received	1
Number of requests processed	1
Library to which sent:	
SURC	1

MATHEMATICS

Number of requests received	17
Number of requests processed	16
Libraries to which sent:	
Carrier	1
GE	3
SURC	12 and 4 photocopies

METALLURGY

No report

NATURAL SCIENCES

Number of requests received	14
Number of requests processed	14
Libraries to which sent:	
Allied Chemical	3
Bristol	6
SURC	5

PHYSICS

Number of requests received	?
Number of requests processed	38
Libraries to which sent:	
Allied Chemical	4
SURC	34

SOCIAL SCIENCES

No loans

UNIVERSITY COLLEGE

No loans

INTERLIBRARY LOAN

Number of requests received	41	
Number of requests processed	26	
Libraries to which loaned:		
Bell Telephone (New Jersey)	1	
Cowles	1	and 4 photocopies
Educational Testing (New Jersey)	1	and 5 photocopies
GE	4	
GE - Utica	1	
IBM Components (Hopewell Junction)	1	
Kimberly Clark (Wisconsin)	1	
Merck, Sharp, & Dohme (Pa.)	11	photocopies
Owens Corning (Ohio)	1	
SURC	4	

SOCIAL WORK

No loans

APPENDIX VII - ONONDAGA LIBRARY SYSTEM

Reid Hoey - Director

Mrs. Carolyn Hayden - Interlibrary Loan Librarian

Miss Margaret Horner - Assistant Director

Public Library System

I. Twenty-two member libraries within the county system.

II. Type of Transaction:

Verbal - Very few requests come via face-to-face communication or telephone calls from member libraries.

Documentary - All member libraries required to use Onondaga Library System standard request forms.

Mechanical - Majority of the extra-system requests come via TWX. Requests from O.L.S. to State Library or other library systems (Mid-York, Chautauqua, etc.) are transmitted via TWX.

III. Content of Transaction:

Fiction - Search is generally not pursued after Syracuse Public for fiction material. Occasionally check is made with Mid-York or Chautauqua, but in most cases if in these two systems would also be in Onondaga Library System.

Non-fiction - Majority of transactions within non-fiction class.

Proportion of this service that is to students is not directly known, since students are classified as adults after 9th grade and have adult library card.

Judging from content of material requested, Mrs. Hayden would estimate 30 to 50% is student activity, especially during the school year. Generally though, students are not in the position to wait for ILL procedure. More likely to try Syracuse University Library or Syracuse Public Library directly.

IV. Type of Material Involved:

Bound - - Majority of material. Except in case of requests via TWX to New York State Library or various referral centers where material is sent directly to patron via Member Library and is not routed through system headquarters. Can indicate via TWX if microfilm will be acceptable in filling requests, i.e., does requestor have a reader available.

Unbound - Journal articles, specific requests for charts, diagrams, etc. although not many involved.

Films - Area of growing ILL 1,713 total for 1967
1,161 received from NY State via TWX requests.

V. Result of Transaction:

Complete - 70%
50% of these completed without going to State Library

Incomplete - If not available at State level, or through other library systems, further search may be made through use of state-wide referral centers or subject centers. At this level certain people are considered ineligible, i.e., minors (under 18) or those indicated ineligible by O.L.S. State Library occasionally makes this decision on own judgment.

APPENDIX VII
Continued

Average patron with genuine interest not denied full search privileges.

VI. General Comments

ILL activity increasing each year. Member libraries strengthen collections based on ILL statistics which illustrate weaknesses in their collections.

Rarely necessary to go out of New York State for ILL. Most requests can be filled within State through State Library or referral centers.

APPENDIX VIII - MID-YORK LIBRARY SYSTEM

Alfred C. Hasemeier - Director

Charles Knoblauch - Assistant Director

Miss Bernice Kauffman - Reference Coordinator

Public Library System

I. County system headquarters. Includes public libraries serving Oneida, Madison, and Herkimer.

40 Member libraries

II. Type of Transaction:

Requests originated - none. Serve only as middlemen between member libraries and extra-system resources.

Verbal - Number of face-to-face transactions not recorded. Anyone may come to system headquarters to get what they want. No firm record but not the majority of requests.

Documentary - Standard request form of Mid-York System used by all member libraries. Basis of statistics.

Mechanical - Requests sent and received via TWX. Requests sent mainly to New York State LIbrary and other system headquarters.

III. Content of Transaction:

Fiction - Do not process ephemeral or new fiction requests. Expect member libraries to buy the new fiction that they have requests for. Would not take new fiction from one member library for circulation in another member library.

APPENDIX VIII
Continued

Non-fiction - No exact statistics kept for the type of material requested. Majority in this category.

IV. Type of Material Involved:

Bound - Majority of material in bound form.

Unbound - Minimal amount of requests filled via FACTS. Much of copy sent was of poor quality. Xerox copies must be sent in its place.

V. Result of Transaction:

Complete - 94% requests completed.

87.5% of these are filled within the system.

APPENDIX IX

INTERLIBRARY LOAN REPORT - COLGATE UNIVERSITY

	BORROWED			LOANED			
	TOTAL	FROM HAMILTON	FROM ELSEWHERE	TOTAL	TO HAMILTON	TO HIGH SCHOOLS	TO OTHER
1967/68 June-Jan.[1]	261	136	125	280	145		135
1966/67	580	274	306	617	373		244
1965/66	590	349	241	620	455		165
1964/65	380	135	245	962	481	374	107
1963/64	267	166	91	979	258	613	108
1962/63	150	87	63	646	189	122	335!
1961/62	72			413			
1960/61	41			195			
1959/60	41			127			
1958/59	20			97			
1957/58	68			162			

NOTES:

1. 1967/68 statistics are for an eight month period. Does not include photo-copies sent or received for most of the period. (Photo-copies were previously included and are now being counted.)

2. 1962/63 - SUNY Agricultural and Technical College at Morrisville borrowed heavily as is indicated in the Loan to Others column.

3. 1962 through 1965 - Separate records were kept for loans to high schools. After 1965 loans to high schools were restricted.

4. Period covered by the statistics are for July - June. After 1965/66 the period covers June - May.

5. 1963 - Phone service with Hamilton College was started early in the year.